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DEP
DEALER E-PROCESS

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ABOUT THIS MANUAL

Thank you for choosing Ford. We recommend that you take some time to get to know your vehicle by reading this manual. The more that you know about it, the greater the safety and pleasure you will get from driving it.

WARNING

Driving while distracted can result in loss of vehicle control, crash and injury. We strongly recommend that you use extreme caution when using any device that may take your focus off the road. Your primary responsibility is the safe operation of your vehicle. We recommend against the use of any hand-held device while driving and encourage the use of voice-operated systems when possible. Make sure you are aware of all applicable local laws that may affect the use of electronic devices while driving.

Note: *This manual describes product features and options available throughout the range of available models, sometimes even before they are generally available. It may describe options not fitted to the vehicle you have purchased.*

Note: *Some of the illustrations in this manual may show features as used in different models, so may appear different to you on your vehicle.*

Note: *Always use and operate your vehicle in line with all applicable laws and regulations.*

Note: *Pass on this manual when selling your vehicle. It is an integral part of your vehicle.*

This manual may qualify the location of a component as left-hand side or right-hand side. The side is determined when facing forward in the seat.

E154903

A Right-hand side.
B Left-hand side.

SYMBOLS GLOSSARY

These are some of the symbols you may see on your vehicle.

Safety alert

See Owner's Manual

Air conditioning system

Anti-lock braking system

Avoid smoking, flames or sparks

Battery

Battery acid

Brake fluid - non petroleum based

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Brake system

Cabin air filter

Check fuel cap

Child safety door lock or unlock

Child seat lower anchor

Child seat tether anchor

Cruise control

Do not open when hot

Engine air filter

Engine coolant

Engine coolant temperature

Engine oil

Explosive gas

Fan warning

Fasten safety belt

Front airbag

Front fog lamps

Fuel pump reset

Fuse compartment

Hazard warning flashers

Heated rear window

Heated windshield

Interior luggage compartment release

Jack

Keep out of reach of children

Lighting control

Low tire pressure warning

Maintain correct fluid level

Note operating instructions

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Panic alarm

Parking aid

Parking brake

Power steering fluid

Power windows front/rear

Power window lockout

Service engine soon

Side airbag

Shield the eyes

Stability control

Windshield wash and wipe

DATA RECORDING

Service Data Recording

Service data recorders in your vehicle are capable of collecting and storing diagnostic information about your vehicle. This potentially includes information about the performance or status of various systems and modules in the vehicle, such as engine, throttle, steering or brake systems. In order to properly diagnose and service your vehicle, Ford Motor Company, Ford of Canada, and service and repair facilities may access or share among them vehicle diagnostic information received through a direct connection to your vehicle when diagnosing or servicing your vehicle. Additionally, when your vehicle is in for service or repair, Ford Motor Company, Ford of Canada, and service and repair facilities may access or share among them data for vehicle improvement purposes. For U.S. only (if equipped), if you choose to use the SYNC Vehicle Health Report, you consent that certain diagnostic information may also be accessed electronically by Ford Motor Company and Ford authorized service facilities, and that the diagnostic information may be used for any purpose. See **SYNC™** (page 267).

Event Data Recording

This vehicle is equipped with an event data recorder. The main purpose of an event data recorder is to record, in certain crash or near crash-like situations, such as an airbag deployment or hitting a road obstacle; this data will assist in understanding how a vehicle's systems performed. The event data recorder is designed to record data related to vehicle dynamics and safety systems for a short period of time, typically 30 seconds or less.

The event data recorder in this vehicle is designed to record such data as:

- **How various systems in your vehicle were operating;**
- **Whether or not the driver and passenger safety belts were buckled/fastened;**
- **How far (if at all) the driver was depressing the accelerator and/or the brake pedal; and**

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- **How fast the vehicle was traveling; and**
- **Where the driver was positioning the steering wheel.**

This data can help provide a better understanding of the circumstances in which crashes and injuries occur.

Note: *Event data recorder data is recorded by your vehicle only if a non-trivial crash situation occurs; no data is recorded by the event data recorder under normal driving conditions and no personal data or information (e.g., name, gender, age, and crash location) is recorded (see limitations regarding 911 Assist and Traffic, directions and Information privacy below). However, parties, such as law enforcement, could combine the event data recorder data with the type of personally identifying data routinely acquired during a crash investigation.*

To read data recorded by an event data recorder, special equipment is required, and access to the vehicle or the event data recorder is needed. In addition to the vehicle manufacturer, other parties, such as law enforcement, that have such special equipment, can read the information if they have access to the vehicle or the event data recorder. Ford Motor Company and Ford of Canada do not access event data recorder information without obtaining consent, unless pursuant to court order or where required by law enforcement, other government authorities or other third parties acting with lawful authority. Other parties may seek to access the information independently of Ford Motor Company and Ford of Canada.

Note: *Including to the extent that any law pertaining to Event Data Recorders applies to SYNC or its features, please note the following: Once 911 Assist (if equipped) is enabled (set ON), 911 Assist may, through any paired and connected cell phone, disclose to emergency services that the vehicle has been in a crash involving the deployment of an airbag or, in certain vehicles, the activation of the fuel pump shut-off. Certain versions or updates to 911 Assist may also be capable of being used to electronically or verbally provide to 911 operators the vehicle location (such as latitude and longitude), and/or other details about the vehicle or crash or personal information about the occupants to assist 911 operators to provide the most appropriate emergency services. If you do not want to disclose this information, do not activate the 911 Assist feature.* *See* ***SYNC™*** *(page 267).*

Additionally, when you connect to Traffic, Directions and Information (if equipped, U.S. only), the service uses GPS technology and advanced vehicle sensors to collect the vehicle's current location, travel direction, and speed ("vehicle travel information"), only to help provide you with the directions, traffic reports, or business searches that you request. If you do not want Ford or its vendors to receive this information, do not activate the service. For more information, see Traffic, Directions and Information, Terms and Conditions. See **SYNC™** (page 267).

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CALIFORNIA PROPOSITION 65

WARNING

Some constituents of engine exhaust, certain vehicle components, certain fluids contained in vehicles and certain products of component wear contain or emit chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

PERCHLORATE

Certain components in your vehicle such as airbag modules, safety belt pretensioners and remote control batteries may contain perchlorate material. Special handling may apply for service or vehicle end of life disposal. For more information visit:

Web Address
www.dtsc.ca.gov/hazardouswaste/perchlorate

FORD CREDIT

(U.S. Only)

Ford Credit offers a full range of financing and lease plans to help you acquire your vehicle. If you have financed or leased your vehicle through Ford Credit, thank you for your business.

For your convenience we offer a number of ways to contact us, as well as to help manage your account.

Phone: 1-800-727-7000

For more information regarding Ford Credit, as well as to access Account Manager, please go to www.fordcredit.com.

REPLACEMENT PARTS RECOMMENDATION

Your vehicle has been built to the highest standards using quality parts. We recommend that you demand the use of genuine Ford and Motorcraft parts whenever your vehicle requires scheduled maintenance or repair. You can clearly identify genuine Ford and Motorcraft parts by looking for the Ford, FoMoCo or Motorcraft branding on the parts or their packaging.

Scheduled Maintenance and Mechanical Repairs

One of the best ways for you to make sure that your vehicle provides years of service is to have it maintained in line with our recommendations using parts that conform to the specifications detailed in this Owner's Manual. Genuine Ford and Motorcraft parts meet or exceed these specifications.

Collision Repairs

We hope that you never experience a collision, but accidents do happen. Genuine Ford replacement collision parts meet our stringent requirements for fit, finish, structural integrity, corrosion protection and dent resistance. During vehicle development we validate these parts deliver the intended level of protection as a whole system. A great way to know for sure you are getting this level of protection is to use genuine Ford replacement collision parts.

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Warranty on Replacement Parts

Genuine Ford and Motorcraft replacement parts are the only replacement parts that benefit from a Ford Warranty. Damage caused to your vehicle as a result of the failure of non-Ford parts may not be covered by the Ford Warranty. For additional information, refer to the terms and conditions of the Ford Warranty.

SPECIAL NOTICES

New Vehicle Limited Warranty

For a detailed description of what is covered and what is not covered by your vehicle's New Vehicle Limited Warranty, refer to the Warranty Manual that is provided to you along with your Owner's Manual.

Special Instructions

For your added safety, your vehicle is fitted with sophisticated electronic controls.

WARNINGS

Failure to follow the specific warnings and instructions could result in personal injury. See **Supplementary Restraints System** (page 38).

Front seat mounted rear-facing child or infant seats should **NEVER** be placed in front of an active passenger airbag.

MOBILE COMMUNICATIONS EQUIPMENT

Using mobile communications equipment is becoming increasingly important in the conduct of business and personal affairs. However, you must not compromise your own or others' safety when using such equipment. Mobile communications can enhance personal safety and security when appropriately used, particularly in emergency situations. Safety must be paramount when using mobile communications equipment to avoid negating these benefits. Mobile communication equipment includes, but is not limited to, cellular phones, pagers, portable email devices, text messaging devices and portable two-way radios.

WARNING

Driving while distracted can result in loss of vehicle control, crash and injury. We strongly recommend that you use extreme caution when using any device that may take your focus off the road. Your primary responsibility is the safe operation of your vehicle. We recommend against the use of any hand-held device while driving and encourage the use of voice-operated systems when possible. Make sure you are aware of all applicable local laws that may affect the use of electronic devices while driving.

EXPORT UNIQUE OPTIONS

For your particular global region, your vehicle may be equipped with features and options that are different from the features and options that are described in this Owner's Manual. A market unique supplement may be supplied that complements this book. By referring to the market unique supplement, if provided, you can properly identify those features, recommendations and specifications that are unique to your vehicle. This Owner's Manual is written primarily for the U.S. and Canadian Markets. Features or equipment listed as standard may be different on units built for Export. **Refer to this Owner's Manual for all other required information and warnings.**

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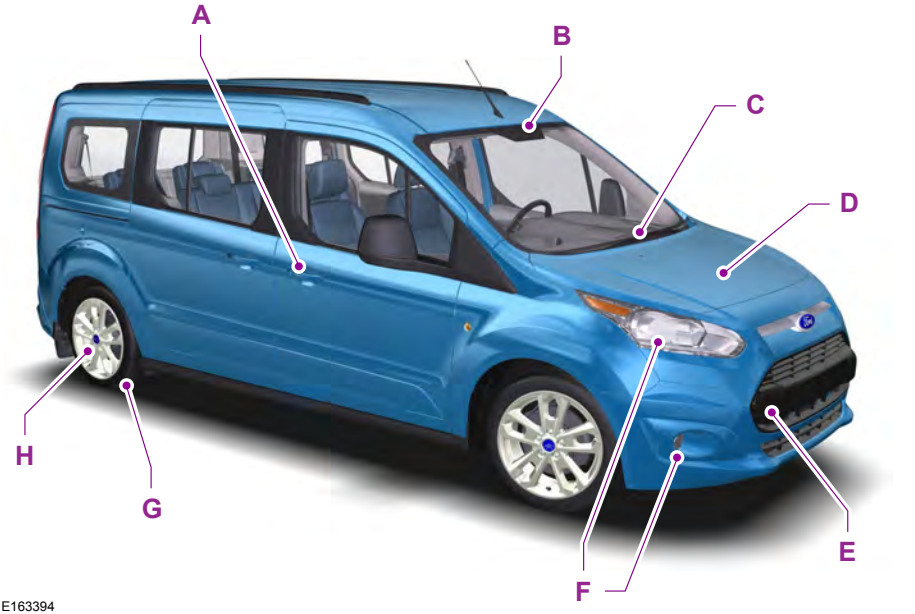
FRONT EXTERIOR OVERVIEW



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A See **Locking and Unlocking** (page 54).
B See **Steering** (page 140).
C See **Changing the Wiper Blades** (page 194).
D See **Maintenance** (page 185).
E See **Towing Points** (page 157).
F See **Changing a Bulb** (page 197).
G Tire pressures. See **Technical Specifications** (page 244).
H See **Changing a Road Wheel** (page 239).

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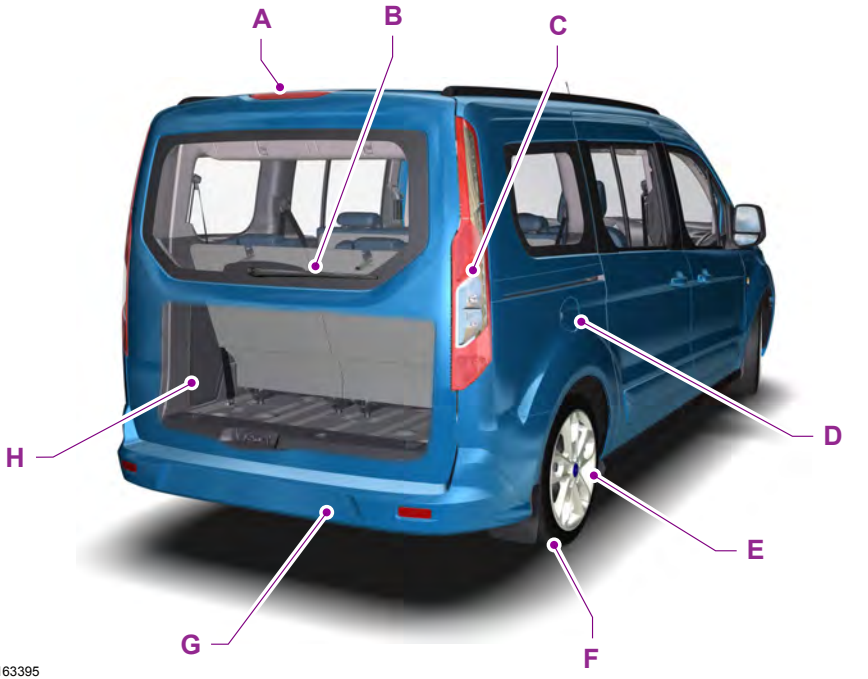
REAR EXTERIOR OVERVIEW



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A See **Changing a Bulb** (page 197).
B See **Changing the Wiper Blades** (page 194).
C See **Changing a Bulb** (page 197).
D See **Refueling** (page 121).
E See **Changing a Road Wheel** (page 239).
F Tire pressures. See **Technical Specifications** (page 244).
G See **Towing Points** (page 157).
H Spare wheel, jack and wheel brace. See **Changing a Road Wheel** (page 239). Towing eye. See **Towing Points** (page 157).

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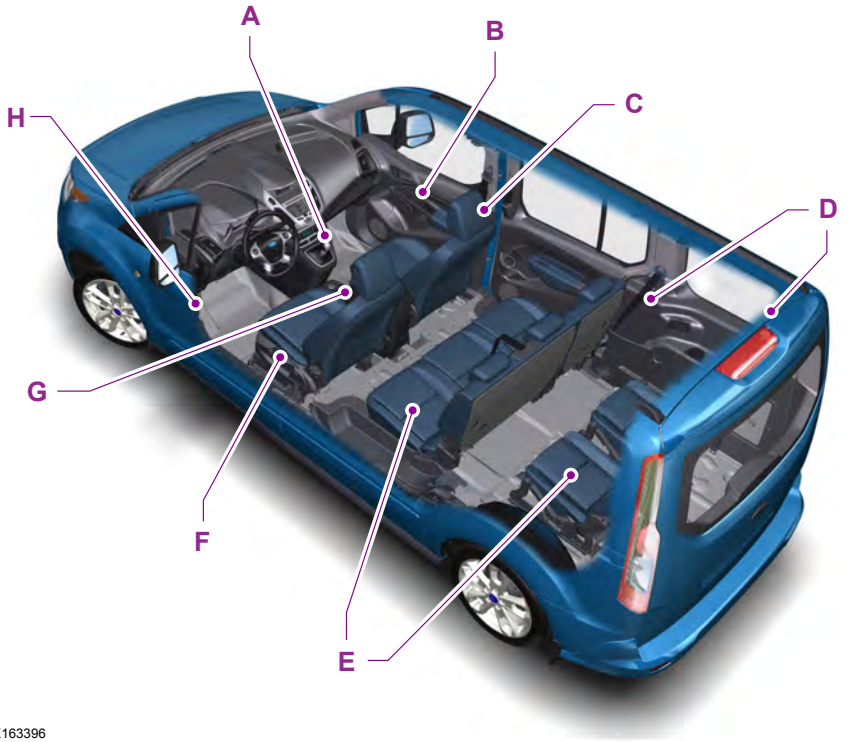
VEHICLE INTERIOR OVERVIEW



E163396

A See **Transmission** (page 126).
B See **Power Windows** (page 73).
C See **Head Restraints** (page 103).
D See **Fastening the Safety Belts** (page 31).
E See **Rear Seats** (page 107).
F See **Manual Seats** (page 105).
G See **Parking Brake** (page 129).
H See **Opening and Closing the Hood** (page 185).

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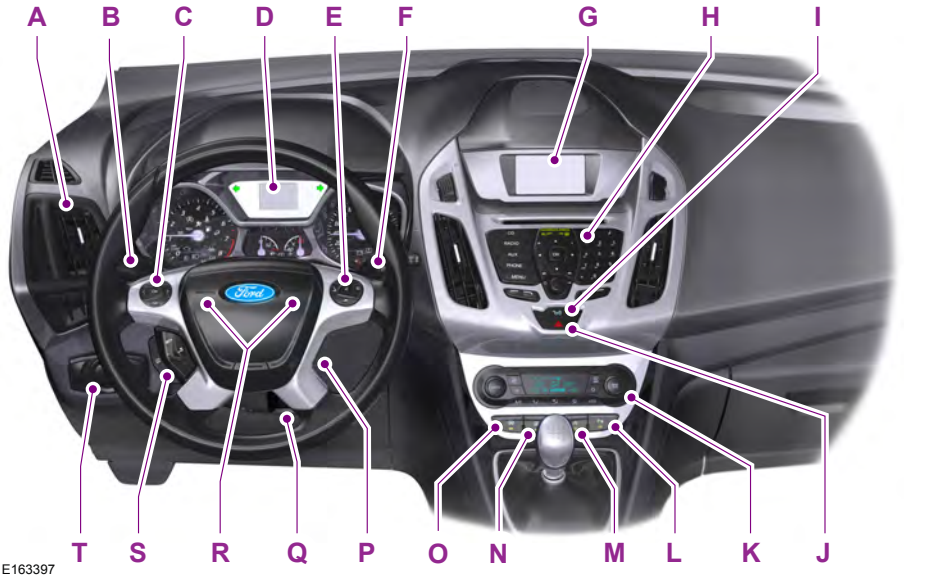
INSTRUMENT PANEL OVERVIEW



A Air vents. See **Air Vents** (page 95).

B Direction indicators. See **Direction Indicators** (page 71). High beam. See **Lighting Control** (page 67).

C Information display controls. See **Information Displays** (page 84).

D Instrument cluster. See **Gauges** (page 79). See **Warning Lamps and Indicators** (page 80).

E Audio control. See **Audio Control** (page 61). Voice control. See **Voice Control** (page 62).

F Wiper lever. See **Wipers and Washers** (page 64).

G Information and entertainment display.

H Audio unit. See **Audio System** (page 251).

I Door lock indicator. See **Locking and Unlocking** (page 54).

J Hazard warning flasher switch. See **Hazard Warning Flashers** (page 164).

K Climate controls. See **Climate Control** (page 95).

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L Parking aid switch. See **Parking Aids** (page 134).
M Auto Start-stop switch.
N Heated rear window switch. See **Heated Windows and Mirrors** (page 101).
O Heated windshield switch. See **Heated Windows and Mirrors** (page 101).
P Ignition switch. See **Ignition Switch** (page 115).
Q Steering wheel adjustment. See **Adjusting the Steering Wheel** (page 61).
R Horn.
S Cruise control switches. See **Using Cruise Control** (page 139).
T Lighting control. See **Lighting Control** (page 67). Front fog lamps. See **Front Fog Lamps** (page 70). Rear fog lamp. Headlamp leveling control. See **Cornering Lamps** (page 70).

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GENERAL INFORMATION

See the following sections for directions on how to properly use safety restraints for children.

WARNINGS

Always make sure your child is secured properly in a device that is appropriate for their height, age and weight. Child safety restraints must be bought separately from your vehicle. Failure to follow these instructions and guidelines may result in an increased risk of serious injury or death to your child.

All children are shaped differently. The recommendations for safety restraints are based on probable child height, age and weight thresholds from National Highway Traffic Safety Administration and other safety organizations, or are the minimum

WARNINGS

requirements of law. Ford recommends checking with a NHTSA Certified Child Passenger Safety Technician (CPST) and consult your pediatrician to make sure your child seat is appropriate for your child, and is compatible with and properly installed in your vehicle. To locate a child seat fitting station and CPST, contact the NHTSA toll free at 1-888-327-4236 or go to http://www.nhtsa.dot.gov. In Canada, check with your local St. John Ambulance office for referral to a CPST or for further information, contact your provincial ministry of transportation, locate your local St. John Ambulance office by searching for St. John Ambulance on the internet, or Transport Canada at 1-800-333-0371 (http://www.tc.gc.ca). Failure to properly restrain children in safety seats made especially for their height, age, and weight may result in an increased risk of serious injury or death to your child.

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Recommendations for Safety Restraints for Children

Child	Child size, height, weight, or age	Recommended restraint type
Infants or toddlers	Children weighing 40 lb (18 kg) or less (generally age four or younger).	Use a child safety seat (sometimes called an infant carrier, convertible seat, or toddler seat).
Small children	Children who have outgrown or no longer properly fit in a child safety seat (generally children who are less than 4 ft. 9 in. (1.45 m) tall, are greater than age four and less than age 12, and between 40 lb (18 kg) and 80 lb (36 kg) and upward to 100 lb (45 kg) if recommended by your child restraint manufacturer).	Use a belt-positioning booster seat.
Larger children	Children who have outgrown or no longer properly fit in a belt-positioning booster seat (generally children who are at least 4 ft. 9 in. (1.45 m) tall or greater than 80 lb (36 kg) or 100 lb (45 kg) if recommended by child restraint manufacturer).	Use a vehicle safety belt having the lap belt snug and low across the hips, shoulder belt centered across the shoulder and chest, and seat back upright.

- You are required by law to properly use safety seats for infants and toddlers in the United States and Canada.
- Many states and provinces require that small children use approved booster seats until they reach age eight, a height of 4 feet 9 inches (1.45 meters) tall, or 80 pounds (36 kilograms). Check your local and state or provincial laws for specific requirements about the safety of children in your vehicle.
- When possible, always properly restrain children 12 years of age and under in a rear seating position of your vehicle. Accident statistics suggest that children are safer when properly restrained in the rear seating positions than in a front seating position. See **Front Passenger Sensing System** (page 40).

INSTALLING CHILD SEATS

Child Seats

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Use a child safety seat (sometimes called an infant carrier, convertible seat, or toddler seat) for infants, toddlers, or children weighing 40 pounds (18 kilograms) or less (generally age four or younger).

Using Lap and Shoulder Belts

WARNINGS

Airbags can kill or injure a child in a child seat. Never place a rear-facing child seat in front of an active airbag. If you must use a forward-facing child seat in the front seat, move the seat upon which the child seat is installed all the way back.

Airbags can kill or injure a child in a child seat. Children 12 and under should be properly restrained in the rear seat whenever possible.

Depending on where you secure a child restraint, and depending on the child restraint design, you may block access to certain safety belt buckle assemblies and LATCH lower anchors, rendering those features potentially unusable. To avoid risk of injury, occupants should only use seating positions where they are able to be properly restrained.

When installing a child safety seat with combination lap and shoulder belts:

- Use the correct safety belt buckle for that seating position.
- Insert the belt tongue into the proper buckle until you hear a snap and feel it latch. Make sure the tongue is securely fastened in the buckle.
- Keep the buckle release button pointing up and away from the safety seat, with the tongue between the child seat and the release button, to prevent accidental unbuckling.
- Place the vehicle seat upon which the child seat will be installed in the upright position.
- Put the safety belt in the automatic locking mode. See Step 5. This vehicle does not require the use of a locking clip.

Perform the following steps when installing the child seat with combination lap and shoulder belts:

Note: *Although the child seat illustrated is a forward facing child seat, the steps are the same for installing a rear facing child seat.*

E142528

1. Position the child safety seat in a seat with a combination lap and shoulder belt.

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2. Pull down on the shoulder belt and then grasp the shoulder belt and lap belt together.

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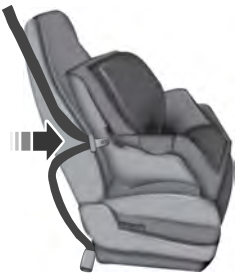
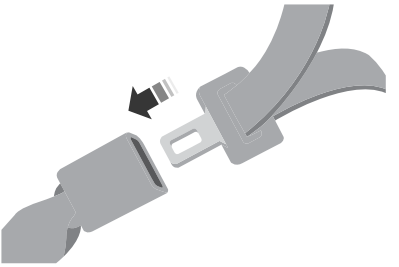


E142530

3. While holding the shoulder and lap belt portions together, route the tongue through the child seat according to the child seat manufacturer's instructions. Be sure the belt webbing is not twisted.



E142531

4. Insert the belt tongue into the proper buckle (the buckle closest to the direction the tongue is coming from) for that seating position until you hear a snap and feel the latch engage. Make sure the tongue is latched securely by pulling on it.

E142875

5. To put the retractor in the automatic locking mode, grasp the shoulder portion of the belt and pull downward until all of the belt is pulled out.

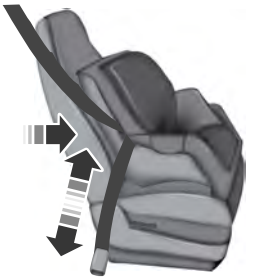
Note: *The automatic locking mode is available on the front passenger and rear seats.*

6. Allow the belt to retract to remove slack. The belt will click as it retracts to indicate it is in the automatic locking mode.
7. Try to pull the belt out of the retractor to make sure the retractor is in the automatic locking mode (you should not be able to pull more belt out). If the retractor is not locked, unbuckle the belt and repeat Steps 5 and 6.

E142533

DEP DEARBORN ENGINEERING E-PROCESS

8. Remove remaining slack from the belt. Force the seat down with extra weight, for example, by pressing down or kneeling on the child restraint while pulling up on the shoulder belt in order to force slack from the belt. This is necessary to remove the remaining slack that will exist once the extra weight of the child is added to the child restraint. It also helps to achieve the proper snugness of the child seat to your vehicle. Sometimes, a slight lean toward the buckle will additionally help to remove remaining slack from the belt.
9. Attach the tether strap (if the child seat is equipped).



E142534

10. Before placing the child in the seat, forcibly move the seat forward and back to make sure the seat is securely held in place. To check this, grab the seat at the belt path and attempt to move it side to side and forward and back. There should be no more than 1 inch (2.5 centimeters) of movement for proper installation.

Ford recommends checking with a NHTSA Certified Child Passenger Safety Technician to make certain the child restraint is properly installed. In Canada, check with your local St. John Ambulance office for referral to a Certified Passenger Seat Technician.

Using Lower Anchors and Tethers for Children (LATCH)

WARNINGS

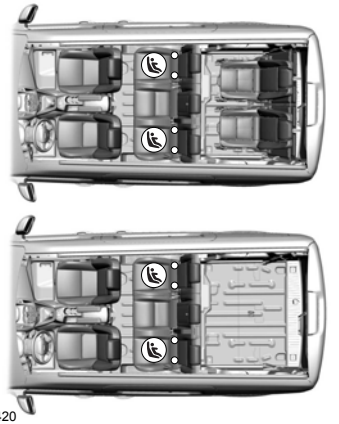
Never attach two child safety seats to the same anchor. In a crash, one anchor may not be strong enough to hold two child safety seat attachments and may break, causing serious injury or death.

Depending on where you secure a child restraint, and depending on the child restraint design, you may block access to certain safety belt buckle assemblies or LATCH lower anchors, rendering those features potentially unusable. To avoid risk of injury, occupants should only use seating positions where they are able to be properly restrained.

The LATCH system is composed of three vehicle anchor points: two lower anchors located where seat back and seat cushion meet (called the seat bight) and one top tether anchor located behind that seating position.

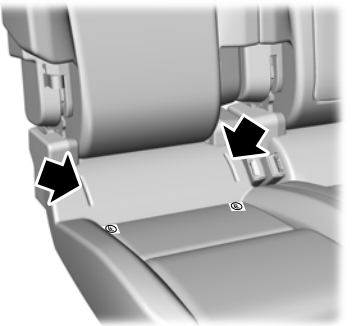
LATCH compatible child safety seats have two rigid or webbing mounted attachments that connect to the two lower anchors at the LATCH equipped seating positions in your vehicle. This type of attachment method eliminates the need to use safety belts to attach the child seat, however the safety belt can still be used to attach the child seat. For forward-facing child seats, the top tether strap must also be attached to the proper top tether anchor, if a top tether strap has been provided with your child seat.

DEP DEALER E-PROCESS



E167420

Your vehicle has LATCH lower anchors for child seat installation at the seating positions marked with the child seat symbol.



E168586

The LATCH anchors are located at the rear section of the rear seat between the cushion and seat back above the symbols as shown. Follow the child seat manufacturer's instructions to properly install a child seat with LATCH attachments. Follow the instructions on attaching child safety seats with tether straps.

Attach LATCH lower attachments of the child seat only to the anchors shown.

Use of Inboard Lower Anchors from the Outboard Seating Positions (Center Seating Use)

WARNING

The standardized spacing for LATCH lower anchors is 11 inches (28 centimeters) center to center. Do not use LATCH lower anchors for the center seating position unless the child seat manufacturer's instructions permit and specify using anchors spaced at least as far apart as those in this vehicle.

The lower anchors at the center of the second row rear seat are spaced 22 inches (56 centimeters) apart. A child seat with rigid LATCH attachments cannot be installed at the center seating position. LATCH compatible child seats (with attachments on belt webbing) can only be used at this seating position provided that the child seat manufacturer's instructions permit use with the anchor spacing stated. Do not attach a child seat to any lower anchor if an adjacent child seat is attached to that anchor.

Each time you use the safety seat, check that the seat is properly attached to the lower anchors and tether anchor, if applicable. Tug the child seat from side to side and forward and back where it is secured to your vehicle. The seat should move less than one inch when you do this for a proper installation.

If the safety seat is not anchored properly, the risk of a child being injured in a crash greatly increases.

DEP DEARBORN ENGINEER E-PROCESS

Combining Safety Belt and LATCH Lower Anchors for Attaching Child Safety Seats

When used in combination, either the safety belt or the LATCH lower anchors may be attached first, provided a proper installation is achieved. Attach the tether strap afterward, if included with the child seat.

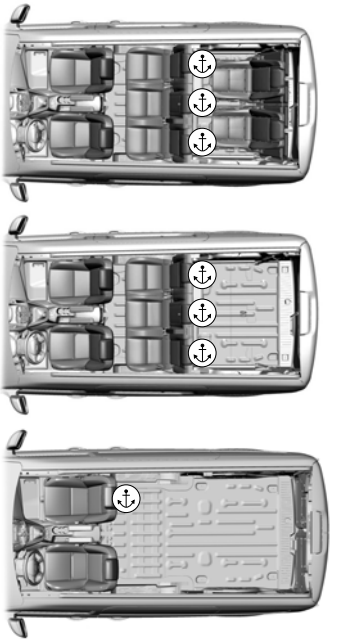
Using Tether Straps

Many forward-facing child safety seats include a tether strap which extends from the back of the child safety seat and hooks to an anchoring point called the top tether anchor. Tether straps are available as an accessory for many older safety seats.

Contact the manufacturer of your child seat for information about ordering a tether strap, or to obtain a longer tether strap if the tether strap on your safety seat does not reach the appropriate top tether anchor in your vehicle.

Once the child safety seat has been installed using either the safety belt, the lower anchors of the LATCH system, or both, you can attach the top tether strap.

The tether strap anchors in your vehicle are in the following positions (shown from top view):



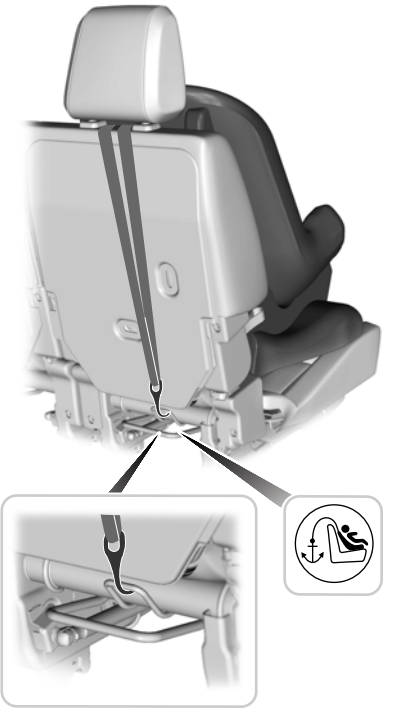
E167421

Perform the following steps to install a child safety seat with tether anchors:

Note: *If you install a child seat with rigid LATCH attachments, do not tighten the tether strap enough to lift the child seat off your vehicle seat cushion when the child is seated in it. Keep the tether strap just snug without lifting the front of the child seat. Keeping the child seat just touching your vehicle seat gives the best protection in a severe crash.*

DEP DEALER E-PROCESS

1. Route the child safety seat tether strap over the back of the seat. For outboard seating positions, route the tether strap under the head restraint and between the head restraint posts. For the center seating positions, route the tether strap over the top of the head restraint. If needed, the head restraints can also be removed.



E165605

2. Locate the correct anchor on the back panel of the rear seat for the selected seating position. The anchors are labeled with the tether strap symbol and are partially covered by the gap panel. Pull the panel back to fully expose the anchors.
3. Clip the tether strap to the anchor as shown.
4. Tighten the child safety seat tether strap according to the manufacturer's instructions. If your child restraint system is equipped with a tether strap, and the child restraint manufacturer recommends its use, Ford also recommends its use.

BOOSTER SEATS

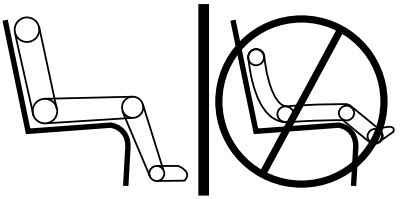
WARNING

Never place, or allow a child to place, the shoulder belt under a child's arm or behind the back because it reduces the protection for the upper part of the body and may increase the risk of injury or death in a crash.

Use a belt-positioning booster seat for children who have outgrown or no longer properly fit in a child safety seat (generally children who are less than 4 feet 9 inches (1.45 meters) tall, are greater than age four (4) and less than age twelve (12), and between 40 pounds (18 kilograms) and 80 pounds (36 kilograms) and upward to 100 pounds (45 kilograms) if recommended by your child restraint manufacturer). Many state and provincial laws require that children use approved booster seats until they reach age eight, a height of 4 feet 9 inches (1.45 meters) tall, or 80 pounds (36 kilograms).

Booster seats should be used until you can answer YES to ALL of these questions when seated without a booster seat:

DEP DEARBORN ENGINEER E-PROCESS



E142595

- Can the child sit all the way back against their vehicle seat back with knees bent comfortably at the edge of the seat cushion?
- Can the child sit without slouching?
- Does the lap belt rest low across the hips?
- Is the shoulder belt centered on the shoulder and chest?
- Can the child stay seated like this for the whole trip?

Always use booster seats in conjunction with your vehicle lap and shoulder belt.

Types of Booster Seats

E68924

- Backless booster seats

If your backless booster seat has a removable shield, remove the shield. If a vehicle seating position has a low seat back or no head restraint, a backless booster seat may place your child's head (as measured at the tops of the ears) above the top of the seat. In this case, move the backless booster to another seating position with a higher seat back or head restraint and lap and shoulder belts, or consider using a high back booster seat.

E70710

- High back booster seats

If, with a backless booster seat, you cannot find a seating position that adequately supports your child's head, a high back booster seat would be a better choice.

Children and booster seats vary in size and shape. Choose a booster that keeps the lap belt low and snug across the hips, never up across the stomach, and lets you adjust the shoulder belt to cross the chest and rest snugly near the center of the shoulder. The following drawings compare the ideal fit (center) to a shoulder belt uncomfortably close to the neck and a shoulder belt that could slip off the shoulder. The drawings also show how the lap belt should be low and snug across the child's hips.

DEP DEALER E-PROCESS

E142596

E142597

If the booster seat slides on the vehicle seat upon which it is being used, placing a rubberized mesh sold as shelf or carpet liner under the booster seat may improve this condition. Do not introduce any item thicker than this under the booster seat. Check with the booster seat manufacturer's instructions.

CHILD SEAT POSITIONING

WARNINGS

Airbags can kill or injure a child in a child seat. Never place a rear-facing child seat in front of an active airbag. If you must use a forward-facing child seat in the front seat, move the vehicle seat upon which the child seat is installed all the way back. When possible, all children age 12 and under should be properly restrained in a rear seating position. If all children cannot be seated and restrained properly in a rear seating position, properly restrain the largest child in the front seat.

WARNINGS

Always carefully follow the instructions and warnings provided by the manufacturer of any child restraint to determine if the restraint device is appropriate for your child's size, height, weight, or age. Follow the child restraint manufacturer's instructions and warnings provided for installation and use in conjunction with the instructions and warnings provided by your vehicle

DEP DIGITAL ENGINEER E-PROCESS

WARNINGS

manufacturer. A safety seat that is improperly installed or utilized, is inappropriate for your child's height, age, or weight or does not properly fit the child may increase the risk of serious injury or death.

Never let a passenger hold a child on his or her lap while your vehicle is moving. The passenger cannot protect the child from injury in a crash, which may result in serious injury or death.

Never use pillows, books, or towels to boost a child. They can slide around and increase the likelihood of injury or death in a crash.

WARNINGS

Always restrain an unoccupied child seat or booster seat. These objects may become projectiles in a crash or sudden stop, which may increase the risk of serious injury.

Never place, or allow a child to place, the shoulder belt under a child's arm or behind the back because it reduces the protection for the upper part of the body and may increase the risk of injury or death in a crash.

To avoid risk of injury, do not leave children or pets unattended in your vehicle.

Recommendations for attaching child safety restraints for children

Restraint Type	Combined weight of child and child seat	Use any attachment method as indicated below by X				
		LATCH (lower anchors and top tether anchor)	LATCH (lower anchors only)	Safety belt and top tether anchor	Safety belt and LATCH (lower anchors and top tether anchor)	Safety belt only
Rear facing child seat	Up to 65 lb (29 kg)		X			X
Rear facing child seat	Over 65 lb (29 kg)					X
Forward facing child seat	Up to 65 lb (29 kg)	X		X	X	
Forward facing child seat	Over 65 lb (29 kg)			X	X	

Note: *The child seat must rest tightly against the vehicle seat upon which it is installed. It may be necessary to lift or remove the head restraint. See* ***Seats*** *(page 103).*

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CHILD SAFETY LOCKS

WARNING

You cannot open the doors from inside if you have put the child safety locks on.

E189148

The childproof locks are located on the rear edge of each rear door and must be set separately for each door.

Left-Hand Side

Turn counterclockwise to lock and clockwise to unlock.

Right-Hand Side

Turn clockwise to lock and counterclockwise to unlock.

DEP POWER E-PROCESS

PRINCIPLE OF OPERATION

WARNINGS

Always drive and ride with your seatback upright and the lap belt snug and low across the hips.

To reduce the risk of injury, make sure children sit where they can be properly restrained.

Never let a passenger hold a child on his or her lap while your vehicle is moving. The passenger cannot protect the child from injury in a crash.

All occupants of your vehicle, including the driver, should always properly wear their safety belts, even when an airbag supplemental restraint system is provided. Failure to properly wear your safety belt could seriously increase the risk of injury or death.

It is extremely dangerous to ride in a cargo area, inside or outside of a vehicle. In a crash, people riding in these areas are more likely to be seriously injured or killed. Do not allow people to ride in any area of your vehicle that is not equipped with seats and safety belts. Be sure everyone in your vehicle is in a seat and using a safety belt properly.

In a rollover crash, an unbelted person is significantly more likely to die than a person wearing a safety belt.

Each seating position in your vehicle has a specific safety belt assembly which is made up of one buckle and one tongue that are designed to be used as a pair. 1) Use the shoulder belt on the outside shoulder only. Never wear the shoulder belt under the arm. 2) Never swing the safety belt around your neck over the inside shoulder. 3) Never use a single belt for more than one person.

WARNINGS

When possible, all children 12 years old and under should be properly restrained in a rear seating position. Failure to follow this could seriously increase the risk of injury or death.

Safety belts and seats can become hot in a vehicle that has been closed up in sunny weather; they could burn a small child. Check seat covers and buckles before you place a child anywhere near them.

Front and rear seat occupants, including pregnant women, should wear safety belts for optimum protection in an accident.

All seating positions in your vehicle have lap and shoulder safety belts. All occupants of the vehicle should always properly wear their safety belts, even when an airbag supplemental restraint system is provided.

The safety belt system consists of:

- Lap and shoulder safety belts.
- Shoulder safety belt with automatic locking mode, (except driver safety belt).
- Height adjuster at the front outboard seating positions.
- Safety belt pretensioner at the front outboard seating positions.
- Belt tension sensor at the front outboard passenger seating position.

- Safety belt warning light and chime.

DEP DEALER E-PROCESS

- Crash sensors and monitoring system with readiness indicator.

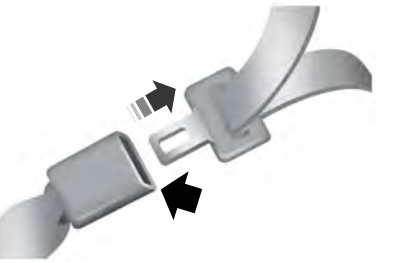
The safety belt pretensioners at the front seating positions are designed to tighten the safety belts when activated. In frontal and near-frontal crashes, the safety belt pretensioners may be activated alone or, if the crash is of sufficient severity, together with the front airbags. The pretensioners may also activate when the Safety Canopy is deployed.

FASTENING THE SAFETY BELTS

The front outboard and rear safety restraints in the vehicle are combination lap and shoulder belts.

E142587

1. Insert the safety belt tongue into the proper buckle (the buckle closest to the direction the tongue is coming from) until you hear a snap and feel it latch. Make sure the tongue is securely fastened in the buckle.



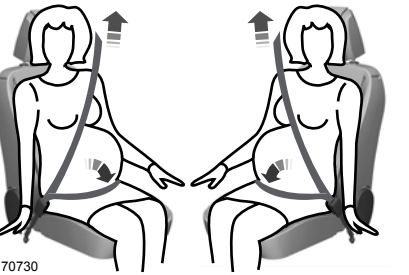
E142588

2. To unfasten, press the release button and remove the tongue from the buckle.

Using Safety Belts During Pregnancy

WARNING

Always ride and drive with your seat back upright and the safety belt properly fastened. The lap portion of the safety belt should fit snug and be positioned low across the hips. The shoulder portion of the safety belt should be positioned across the chest. Pregnant women should also follow this practice. See the following figure.



E170730

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Pregnant women should always wear their safety belt. The lap belt portion of a combination lap and shoulder belt should be positioned low across the hips below the belly and worn as tight as comfort will allow. The shoulder belt should be positioned to cross the middle of the shoulder and the center of the chest.

Safety Belt Locking Modes

WARNINGS

After any vehicle crash, the safety belt system at all passenger seating positions must be checked by an authorized dealer to verify that the automatic locking retractor feature for child seats is still functioning properly. In addition, all safety belts should be checked for proper function.

Safety belt and retractor assemblies must be replaced if the safety belt assembly automatic locking retractor feature, or any other safety belt function is not operating correctly when checked by an authorized dealer. Failure to replace the safety belt and retractor assembly could increase the risk of injury in a crash.

All safety belts in your vehicle are combination lap and shoulder belts. The driver safety belt has the first type of locking mode, and the front outboard passenger and rear seat safety belts have both types of locking modes described as follows:

Vehicle Sensitive Mode

This is the normal retractor mode, which allows free shoulder belt length adjustment to your movements and locking in response to vehicle movement. For example, if the driver brakes suddenly or turns a corner sharply, or the vehicle receives an impact of approximately 5 mph (8 km/h) or more, the combination safety belts will lock to help reduce forward movement of the driver and passengers.

In addition, the retractor is designed to lock if the webbing is pulled out too quickly. If this occurs, let the safety belt retract slightly and pull webbing out again in a slow and controlled manner.

Automatic Locking Mode

In this mode, the shoulder belt is automatically pre-locked. The safety belt will still retract to remove any slack in the shoulder belt. The automatic locking mode is not available on the driver safety belt.

When to Use the Automatic Locking Mode

This mode should be used any time a child safety seat, except a booster, is installed in passenger front or rear seating positions. Children 12 years old and under should be correctly restrained in a rear seating position whenever possible. See **Child Safety** (page 18).

DEP DEALER E-PROCESS

How to Use the Automatic Locking Mode

E142591

1. Buckle the combination lap and shoulder belt.
2. Grasp the shoulder portion and pull downward until the entire safety belt is pulled out.

Allow the safety belt to retract. As the safety belt retracts, you will hear a clicking sound. This indicates the safety belt is now in the automatic locking mode.

How to Disengage the Automatic Locking Mode

Unbuckle the combination lap and shoulder belt and allow it to retract completely to disengage the automatic locking mode and return the safety belt to the vehicle sensitive (emergency) locking mode.

Safety Belt Extension Assembly

WARNING

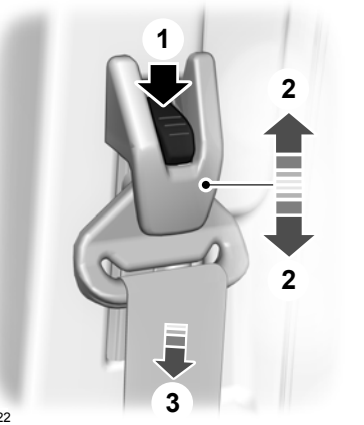
Do not use extensions to change the fit of the shoulder belt across the torso.

If the safety belt is too short when fully extended, a safety belt extension assembly can be obtained from an authorized dealer. Only use extensions manufactured by the same supplier as the safety belt. Manufacturer identification is located at the end of the webbing on the label or the retractor behind the trim. Only use an extension if the safety belt is too short for you when fully extended.

SAFETY BELT HEIGHT ADJUSTMENT

WARNING

Position the safety belt height adjuster so that the safety belt rests across the middle of your shoulder. Failure to adjust the safety belt correctly could reduce its effectiveness and increase the risk of injury in a crash.



E165022

1. Press the button.
2. Slide the height adjuster up or down.
3. Release the button and pull down on the height adjuster to make sure it is locked in place.

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Transit Connect (CHC) Canada/United States of America, enUSA, First Printing

SAFETY BELT WARNING LAMP AND INDICATOR CHIME

This lamp illuminates and an audible warning will sound if the driver's safety belt has not been fastened when the vehicle's ignition is turned on.

Conditions of operation

If...	Then...
The driver's safety belt is not buckled before the ignition switch is turned to the on position...	The safety belt warning light illuminates 1-2 minutes and the warning chime sounds 4-8 seconds.
The driver's safety belt is buckled while the indicator light is illuminated and the warning chime is sounding...	The safety belt warning light and warning chime turn off.
The driver's safety belt is buckled before the ignition switch is turned to the on position...	The safety belt warning light and indicator chime remain off.

SAFETY BELT MINDER

Belt-Minder™

This feature supplements the safety belt warning function by providing additional reminders that intermittently sound a tone and illuminate the safety belt warning light when you are in the driver seat or you have a front seat passenger and a safety belt is unbuckled.

The system uses information from the front passenger sensing system to determine if a front seat passenger is present and therefore potentially in need of a warning. To avoid the system turning on the Belt-Minder feature for objects you place on the front passenger seat, only the front seat passengers receive warnings as determined by the front passenger sensing system.

If the Belt-Minder warnings expire (warnings for about five minutes) for one passenger (driver or front passenger), the other passenger can still cause the Belt-Minder feature to turn on.

DEP DEALER E-PROCESS

If...	Then...
You and the front seat passenger buckle your safety belts before you switch the ignition on or less than 1–2 minutes elapse after you switch the ignition on...	The Belt-Minder feature will not activate.
You or the front seat passenger do not buckle your safety belts before your vehicle reaches at least 6 mph (9.7 km/h) and 1–2 minutes elapse after you switch the ignition on...	The Belt-Minder feature activates, the safety belt warning light illuminates and a warning tone sounds for 6 seconds every 25 seconds, repeating for about 5 minutes or until you and the front seat passenger buckle your safety belts.
The safety belt for the driver or front passenger is unbuckled for about 1 minute while the vehicle is traveling at least 6 mph (9.7 km/h) and more than 1–2 minutes elapse after you switch the ignition on...	The Belt-Minder feature activates, the safety belt warning light illuminates and a warning tone sounds for 6 seconds every 25 seconds, repeating for about 5 minutes or until you and the front seat passenger buckle your safety belts.

Deactivating and Activating the Belt-Minder Feature

WARNING

While the system allows you to switch this feature off, the intent of the system is to remind you to wear your safety belt to improve your chance to survive an accident. We recommend you leave the system switched on for yourself and others who may use the vehicle.

Note: *The driver and front passenger warnings switch on and off independently. When you perform this procedure for one seating position, do not buckle the other position as this will terminate the process.*

Read Steps 1–4 thoroughly before proceeding with the programming procedure.

Before following the procedure, make sure that:

- The parking brake is set.
- The transmission is in park (P) or neutral (N).
- The ignition is off.
- The driver and front passenger safety belts are unbuckled.

1. Switch the ignition on. Do not start the vehicle.
2. Wait until the safety belt warning light turns off (about 1 minute). After Step 2, wait an additional 5 seconds before proceeding with Step 3. Once you start Step 3, you must complete the procedure within 30 seconds.
3. For the seating position you are switching off, buckle then unbuckle the safety belt three times at a moderate speed, ending in the unbuckled state. After Step 3, the safety belt warning light turns on.

DEP DEARBORN ENGINEERING E-PROCESS

4. While the safety belt warning light is on, buckle and then unbuckle the safety belt. After Step 4, the safety belt warning light flashes for confirmation.

- This will switch the feature off for that seating position if it is currently on.
- This will switch the feature on for that seating position if it is currently off.

CHILD RESTRAINT AND SAFETY BELT MAINTENANCE

Inspect the vehicle safety belts and child safety seat systems periodically to make sure they work properly and are not damaged. Inspect the vehicle and child seat safety belts to make sure there are no nicks, tears or cuts. Replace if necessary. All vehicle safety belt assemblies, including retractors, buckles, front safety belt buckle assemblies, buckle support assemblies (slide bar-if equipped), shoulder belt height adjusters (if equipped), shoulder belt guide on seat back (if equipped), child safety seat LATCH and tether anchors, and attaching hardware, should be inspected after a crash. Read the child restraint manufacturer's instructions for additional inspection and maintenance information specific to the child restraint.

Ford Motor Company recommends that all safety belt assemblies in use in vehicles involved in a crash be replaced. However, if the crash was minor and an authorized dealer finds that the belts do not show damage and continue to operate properly, they do not need to be replaced. Safety belt assemblies not in use during a crash should also be inspected and replaced if either damage or improper operation is noted.

Properly care for safety belts. See **Vehicle Care** (page 211).

DEP DEALER E-PROCESS

The Personal Safety System provides an improved overall level of frontal crash protection to front seat occupants and is designed to help further reduce the risk of airbag-related injuries. The system is able to analyze different occupant conditions and crash severity before activating the appropriate safety devices to help better protect a range of occupants in a variety of frontal crash situations.

The Vehicle Personal Safety System consists of:

- Driver and passenger dual-stage airbag supplemental restraints.
- Front seat outboard safety belts with pretensioners, energy management retractors and safety belt usage sensors.
- Driver seat position sensor.
- Front passenger sensing system.
- Passenger airbag off and on indicator lamp.
- Front crash severity sensors.
- Restraints control module with impact and safing sensors.
- Restraint system warning light and backup tone.
- The electrical wiring for the airbags, crash sensors, safety belt pretensioners, front safety belt usage sensors, driver seat position sensor, front passenger sensing system and indicator lights.

How Does the Personal Safety System Work?

The Personal Safety System can adapt the deployment strategy of the safety devices according to crash severity and occupant conditions. A collection of crash and occupant sensors provides information to the restraints control module. During a crash, the restraints control module may deploy the safety belt pretensioners, one or both stages of the dual-stage airbags based on crash severity and occupant conditions.

DEP DIGITAL ENGINEER E-PROCESS

PRINCIPLE OF OPERATION

WARNINGS

Airbags do not inflate slowly or gently, and the risk of injury from a deploying airbag is the greatest close to the trim covering the airbag module.

All occupants of your vehicle, including the driver, should always properly wear their safety belts, even when an airbag supplemental restraint system is provided. Failure to properly wear your safety belt could seriously increase the risk of injury or death.

Always transport children 12 years old and under in the back seat and always properly use appropriate child restraints. Failure to follow this could seriously increase the risk of injury or death.

Never place your arm over the airbag module as a deploying airbag can result in serious arm fractures or other injuries.

Airbags can kill or injure a child in a child seat. Never place a rear-facing child seat in front of an active airbag. If you must use a forward-facing child seat in the front seat, move the seat upon which the child seat is installed all the way back.

Do not attempt to service, repair, or modify the airbag supplemental restraint systems or its fuses as you could be seriously injured or killed. Contact your authorized dealer as soon as possible.

Several airbag system components get hot after inflation. Do not touch them after inflation as this may result in serious injury.

If the airbag has deployed, the airbag will not function again and must be replaced immediately. If the airbag is not replaced, the unrepaired area will increase the risk of injury in a crash.

The airbags are a supplemental restraint system and are designed to work with the safety belts to help protect the driver and right front passenger from certain upper body injuries. Airbags do not inflate slowly; there is a risk of injury from a deploying airbag.

Note: *You will hear a loud bang and see a cloud of harmless powdery residue if an airbag deploys. This is normal.*

The airbags inflate and deflate rapidly upon activation. After airbag deployment, it is normal to notice a smoke-like, powdery residue or smell the burnt propellant. This may consist of cornstarch, talcum powder (to lubricate the bag) or sodium compounds (for example, baking soda) that result from the combustion process that inflates the airbag. Small amounts of sodium hydroxide may be present which may irritate the skin and eyes, but none of the residue is toxic.

While the system is designed to help reduce serious injuries, contact with a deploying airbag may also cause abrasions or swelling. Temporary hearing loss is also a possibility as a result of the noise associated with a deploying airbag. Because airbags must inflate rapidly and with considerable force, there is the risk of death or serious injuries such as fractures, facial and eye injuries or internal injuries, particularly to occupants who are not properly restrained or are otherwise out of position at the time of airbag deployment. Thus, it is extremely important that occupants be properly restrained as far away from the airbag module as possible while maintaining vehicle control.

Routine maintenance of the airbags is not required.

DEP DEALER E-PROCESS

DRIVER AND PASSENGER AIRBAGS

WARNINGS

Never place your arm or any objects over an airbag module. Placing your arm over a deploying airbag can result in serious arm fractures or other injuries. Objects placed on or over the airbag inflation area may cause those objects to be propelled by the airbag into your face and torso causing serious injury.

Airbags can kill or injure a child in a child seat. Never place a rear-facing child seat in front of an active airbag. If you must use a forward-facing child seat in the front seat, move the seat upon which the child seat is installed all the way back.

E151127

The driver and front passenger airbags will deploy during significant frontal and near frontal crashes.

The driver and passenger front airbag system consists of:

- Driver and passenger airbag modules.
- Front passenger sensing system.

· Crash sensors and monitoring system with readiness indicator. See **Crash Sensors and Airbag Indicator** (page 45).

Proper Driver and Front Passenger Seating Adjustment

WARNING

National Highway Traffic Safety Administration (NHTSA) recommends a minimum distance of at least 10 inches (25 centimeters) between an occupant's chest and the driver airbag module.

To properly position yourself away from the airbag:

- Move your seat to the rear as far as you can while still reaching the pedals comfortably.
- Recline the seat slightly (one or two degrees) from the upright position.

After all occupants have adjusted their seats and put on safety belts, it is very important that they continue to sit properly. A properly seated occupant sits upright, leaning against the seat back, and centered on the seat cushion, with their feet comfortably extended on the floor. Sitting improperly can increase the chance of injury in a crash event. For example, if an occupant slouches, lies down, turns sideways, sits forward, leans forward or sideways, or puts one or both feet up, the chance of injury during a crash is greatly increased.

Children and Airbags

WARNING

Airbags can kill or injure a child in a child seat. Never place a rear-facing child seat in front of an active airbag. If you must use a forward-facing child seat in the front seat, move the seat upon which the child seat is installed all the way back.

Transcribed by DEP POWER E-PROCESS

E142846

Children must always be properly restrained. Accident statistics suggest that children are safer when properly restrained in the rear seating positions than in the front seating position. Failure to follow these instructions may increase the risk of injury in a crash.

FRONT PASSENGER SENSING SYSTEM

WARNINGS

Even with Advanced Restraints Systems, children 12 and under should be properly restrained in a rear seating position. Failure to follow this could seriously increase the risk of injury or death.

Sitting improperly out of position or with the seat back reclined too far can take off weight from the seat cushion and affect the decision of the front passenger sensing system, resulting in serious injury or death in a crash.

WARNINGS

To reduce the risk of possible serious injury: Do not stow objects in seatback map pocket or hang objects off seatback if a child is in the front passenger seat. Do not place objects underneath the front passenger seat or between the seat and the center console. Check the passenger airbag indicator lamp for proper airbag status. Failure to follow these instructions may interfere with the front passenger seat sensing system.

Any alteration or modification to the front passenger seat may affect the performance of the front passenger sensing system.

This system works with sensors that are part of the front passenger seat and safety belt to detect the presence of a properly-seated occupant and determine if the front passenger frontal airbag should be enabled (may inflate) or not.

E170286

The front passenger sensing system uses a passenger airbag indicator which will illuminate indicating that the front passenger frontal airbag is either ON (enabled) or OFF (disabled).

The indicator lamp is located at the top center of the instrument panel.

Note: *When the ignition is first tuned on, the indicator lamps will illuminate for a short period of time to confirm it is functional.*

DEP DEALER E-PROCESS

The front passenger sensing system is designed to disable (will not inflate) the front passenger frontal airbag when a rear facing infant seat, a forward-facing child restraint, or a booster seat is detected. Even with this technology, parents are **strongly** encouraged to always properly restrain children in the rear seat. The sensor also turns off the passenger front airbag and seat-mounted side airbag when the passenger seat is empty.

- When the front passenger sensing system disables (will not inflate) the front passenger frontal airbag, the OFF indicator lamp will illuminate and stay illuminated to remind you that the front passenger frontal airbag is disabled.
- If the child restraint has been installed and the passenger airbag status indicator illuminates the ON lamp, then turn the vehicle off, remove the child restraint from the vehicle and reinstall the restraint following the child restraint manufacturer's instructions.

The front passenger sensing system is designed to enable (may inflate) the front passenger frontal airbag anytime the system senses that a person of adult size is sitting properly in the front passenger seat.

- When the front passenger sensing system enables the front passenger frontal airbag (may inflate), the ON indicator lamp will be unlit and stay unlit.

If a person of adult size is sitting in the front passenger seat, but the airbag OFF indicator lamp is illuminated, it is possible that the person is not sitting properly in the seat. If this happens:

- Turn the vehicle off and ask the person to place the seatback in the full upright position.
- Have the person sit upright in the seat, centered on the seat cushion, with the person's legs comfortably extended.
- Restart the vehicle and have the person remain in this position for about two minutes. This will allow the system to detect that person and enable the passenger frontal airbag.
- If the OFF indicator lamp remains illuminated even after this, the person should be advised to ride in the rear seat.

Occupant	Passenger airbag OFF indicator	Passenger airbag
Empty	OFF: Lit	Disabled
	ON: Unlit	
Child	OFF: Lit	Disabled
	ON: Unlit	
Adult	OFF: Unlit	Enabled
	ON: Lit	

DEP POWER E-PROCESS

Note: *When the passenger airbag OFF light is illuminated, the passenger (seat mounted) side airbag may be disabled to avoid the risk of airbag deployment injuries.*

After all occupants have adjusted their seats and put on safety belts, it is very important that they continue to sit properly. A properly seated occupant sits upright, leaning against the seat back, and centered on the seat cushion, with their feet comfortably extended on the floor. Sitting improperly can increase the chance of injury in a crash event. For example, if an occupant slouches, lies down, turns sideways, sits forward, leans forward or sideways, or puts one or both feet up, the chance of injury during a crash is greatly increased.

If you think that the status of the passenger airbag off indicator lamp is incorrect, check for the following:

- Objects lodged underneath the seat.
- Objects between the seat cushion and the center console.
- Objects hanging off the seatback.
- Objects stowed in the seatback map pocket.
- Objects placed on the occupant's lap.
- Cargo interference with the seat.
- Other passengers pushing or pulling on the seat.
- Rear passenger feet and knees resting or pushing on the seat.

The conditions listed above may cause the weight of a properly seated occupant to be incorrectly interpreted by the front passenger sensing system. The person in the front passenger seat may appear heavier or lighter due to the conditions described in the list above.

Make sure the front passenger sensing system is operating properly. See **Crash Sensors and Airbag Indicator** (page 45).

If the airbag readiness light is illuminated, do the following:

The driver and adult passengers should check for objects lodged underneath the front passenger seat, or cargo interfering with the seat.

If there are lodged objects, or cargo is interfering with the seat, take the following steps to remove the obstruction:

- Pull the vehicle over.
- Turn the vehicle off.
- Driver and adult passengers should check for any objects lodged underneath the front passenger seat or cargo interfering with the seat.
- Remove the obstruction(s) (if found).
- Restart the vehicle.
- Wait at least two minutes and verify that the airbag readiness light is no longer illuminated.
- If the airbag readiness light remains illuminated, this may or may not be a problem due to the front passenger sensing system.

Do not attempt to repair or service the system. Take your vehicle immediately to an authorized dealer.

If it is necessary to modify an advanced front airbag system to accommodate a person with disabilities, contact the Ford Customer Relationship Center. See **Getting the Services You Need** (page 168).

DEP DEALER E-PROCESS

SIDE AIRBAGS

WARNINGS

Do not place objects or mount equipment on or near the airbag cover, on the side of the seatbacks (of the front seats), or in front seat areas that may come into contact with a deploying airbag. Failure to follow these instructions may increase the risk of personal injury in the event of a crash.

Do not use accessory seat covers. The use of accessory seat covers may prevent the deployment of the side airbags and increase the risk of injury in an accident.

Do not lean your head on the door. The side airbag could injure you as it deploys from the side of the seatback.

Do not attempt to service, repair, or modify the airbag, its fuses or the seat cover on a seat containing an airbag as you could be seriously injured or killed. Contact your authorized dealer as soon as possible.

If the side airbag has deployed, the airbag will not function again. The side airbag system (including the seat) must be inspected and serviced by an authorized dealer. If the airbag is not replaced, the unrepaired area will increase the risk of injury in a crash.

The side airbags are located on the outboard side of the seatbacks of the front seats. In certain sideways crashes, the airbag on the side affected by the crash will be inflated. The airbag was designed to inflate between the door panel and occupant to further enhance the protection provided occupants in side impact crashes.

E152533

The system consists of the following:

- A label or embossed side panel indicating that side airbags are fitted to your vehicle.
- Side airbags located inside the driver and front passenger seatbacks.
- Front passenger sensing system.
- Crash sensors and monitoring system with readiness indicator. See **Crash Sensors and Airbag Indicator** (page 45).

Note: *The passenger sensing system will deactivate the passenger seat-mounted side airbag if it detects an empty passenger seat.*

The design and development of the side airbag system included recommended testing procedures that were developed by a group of automotive safety experts known as the Side Airbag Technical Working Group. These recommended testing procedures help reduce the risk of injuries related to the deployment of side airbags.

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SAFETY CANOPY™

WARNINGS

Do not place objects or mount equipment on or near the headliner at the siderail that may come into contact with a deploying curtain airbag. Failure to follow these instructions may increase the risk of personal injury in the event of a crash.

Do not lean your head on the door. The curtain airbag could injure you as it deploys from the headliner.

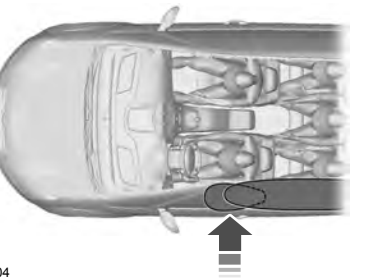
Do not attempt to service, repair, or modify the curtain airbags, its fuses, the A, B, C, or D pillar trim, or the headliner on a vehicle containing curtain airbags as you could be seriously injured or killed. Contact your authorized dealer as soon as possible.

All occupants of your vehicle including the driver should always wear their safety belts even when an airbag supplemental restraint system and curtain airbag is provided. Failure to properly wear your safety belt could seriously increase the risk of injury or death.

To reduce risk of injury, do not obstruct or place objects in the deployment path of the curtain airbag.

If the curtain airbags have deployed, the curtain airbags will not function again. The curtain airbags (including the A, B, C and D pillar trim and headliner) must be inspected and serviced by an authorized dealer. If the curtain airbag is not replaced, the unrepaired area will increase the risk of injury in a crash.

The Safety Canopy will deploy during significant side crashes or when a certain likelihood of a rollover event is detected by the rollover sensor. The Safety Canopy is mounted to the roof side-rail sheet metal, behind the headliner, above each row of seats. In certain sideways crashes or rollover events, the Safety Canopy will be activated, regardless of which seats are occupied. The Safety Canopy is designed to inflate between the side window area and occupants to further enhance protection provided in side impact crashes and rollover events.



E75004

The system consists of the following:

- Safety canopy curtain airbags located above the trim panels over the front and rear side windows identified by a label or wording on the headliner or coat hook.
- A flexible headliner which opens above the side doors to allow air curtain deployment

- The crash sensors and monitoring system have a readiness indicator. See **Crash Sensors and Airbag Indicator** (page 45).

DEP DEALER E-PROCESS

Children 12 years old and under should always be properly restrained in the rear seats. The Safety Canopy will not interfere with children restrained using a properly installed child or booster seat because it is designed to inflate downward from the headliner above the doors along the side window opening.

The design and development of the Safety Canopy included recommended testing procedures that were developed by a group of automotive safety experts known as the Side Airbag Technical Working Group. These recommended testing procedures help reduce the risk of injuries related to the deployment of side airbags (including the Safety Canopy).

CRASH SENSORS AND AIRBAG INDICATOR

WARNING

Modifying or adding equipment to the front end of your vehicle (including frame, bumper, front end body structure and tow hooks) may affect the performance of the airbag system, increasing the risk of injury. Do not modify the front end of your vehicle.

Your vehicle has a collection of crash and occupant sensors which provide information to the restraints control module which deploys (activates) the front safety belt pretensioners, driver airbag, passenger airbag, seat mounted side airbags, and the Safety Canopy. Based on the type of accident (frontal impact, side impact or rollover) the restraints control module will deploy the appropriate safety devices.

The restraints control module also monitors the readiness of the above safety devices plus the crash and occupant sensors. A warning indicator light in the instrument cluster indicates the readiness of the safety system. If this warning indicator light is not functioning and there is another fault within the system, the message cluster may display an airbag failure warning. See **Information Displays** (page 84). You will hear five tones that repeat periodically until you repair the problem, the warning indicator light or both. Routine maintenance of the airbag is not required.

A difficulty with the system is indicated by one or more of the following:

- The readiness light will not illuminate immediately after the ignition is turned on.
- The readiness light will either flash or stay lit.
- A series of five beeps will be heard. The tone pattern will repeat periodically until the problem, the light or both are repaired.

If any of these things happen, even intermittently, have the supplemental restraint system serviced at an authorized dealer immediately. Unless serviced, the system may not function properly in the event of a crash.

The safety belt pretensioners and the airbag supplemental restraint system is designed to activate when your vehicle sustains frontal or sideways deceleration sufficient to cause the restraints control module to deploy a safety device or when a certain likelihood of a rollover event is detected by the rollover sensor.

DEP POWER E-PROCESS

The fact that the safety belt pretensioners or airbags did not activate for both front seat occupants in a crash does not mean that something is wrong with the system. Rather, it means the restraints control module determined the accident conditions (for example, crash severity, belt usage) were not appropriate to activate these safety devices.

- The design of the front airbags is to activate only in frontal and near-frontal crashes (not rollovers, side impacts or rear impacts) unless the crash causes sufficient frontal deceleration.
- The design of the safety belt pretensioners is to activate in frontal, near-frontal and side crashes, and in rollovers.
- The design of the side airbags is to inflate in certain side impact crashes. Side airbags may activate in other types of crashes if your vehicle experiences sufficient sideways motion or deformation.
- The design of the Safety Canopy is to inflate in certain side impact crashes or rollover events. The Safety Canopy may activate in other types of crashes if your vehicle experiences sufficient sideways motion or deformation, or a certain likelihood of rollover.

AIRBAG DISPOSAL

Contact your authorized dealer as soon as possible. Airbags must be disposed of by qualified personnel.

DEP DEALER E-PROCESS

GENERAL INFORMATION ON RADIO FREQUENCIES

This device complies with Part 15 of the FCC Rules and with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

Note: *Changes or modifications not expressively approved by the party responsible for compliance could void the user's authority to operate the equipment. The term* ***IC*** *before the radio certification number only signifies that Industry Canada technical specifications were met.*

The typical operating range for your transmitter is approximately 33 feet (10 meters). Vehicles with the remote start feature will have a greater range. One of the following could cause a decrease in operating range:

- weather conditions
- nearby radio towers
- structures around the vehicle
- other vehicles parked next to your vehicle

The radio frequency used by your remote control can also be used by other short distance radio transmissions, for example amateur radios, medical equipment, wireless headphones, remote controls and alarm systems. If the frequencies are jammed, you will not be able to use your remote control. You can lock and unlock the doors with the key.

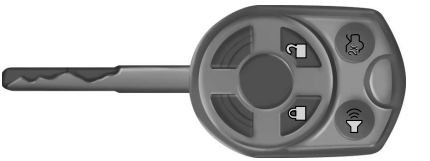
Note: *Make sure to lock your vehicle before leaving it unattended.*

Note: *If you are in range, the remote control will operate if you press any button unintentionally.*

Note: *The remote control contains sensitive electrical components. Exposure to moisture or impact may cause permanent damage.*

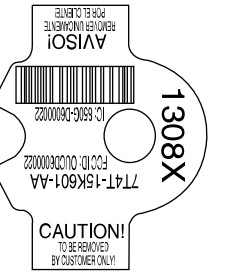
REMOTE CONTROL

Integrated Keyhead Transmitter (If Equipped)



E142585

Use the key blade to start your vehicle and unlock or lock the driver door from outside your vehicle. The transmitter portion functions as the remote control.



E138615

Note: *Your vehicle's keys came with a security label that provides important vehicle key cut information. Keep the label in a safe place for future reference.*

Programming a New Remote Control

See an authorized dealer.

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Reprogramming the Unlocking Function

Note: *When you press the unlock button only the driver and passenger doors are unlocked. Pressing the unlock button again unlocks all the doors. This is the default setting. See* ***Locking and Unlocking*** *(page 54).*

Press and hold the unlock and lock buttons on the remote control simultaneously for at least four seconds with the ignition off. The direction indicators will flash twice to confirm the change.

To return to the original unlocking function, repeat the process.

Replacing the Battery

The remote control uses one coin type three volt lithium battery CR2032 or equivalent.

Note: *Refer to local regulations when disposing of transmitter batteries.*

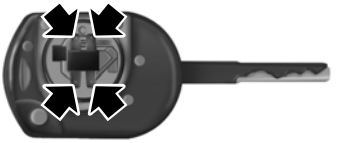
Note: *Do not wipe off any grease on the battery terminals or on the back surface of the circuit board.*

Note: *Replacing the battery will not delete the transmitter from the vehicle. The transmitter should operate normally.*

Integrated Keyhead Transmitter

E138619

1. Twist a thin coin in the slot of the transmitter near the key ring to remove the battery cover.
2. Remove the old battery.



E138620

3. Insert the new battery. Refer to the instructions inside the transmitter for the correct orientation of the battery. Press the battery down to make sure it is fully in the housing.
4. Snap the battery cover back onto the transmitter.

Car Finder

Press the lock button on the key twice within three seconds. The horn sounds and the direction indicators will flash.

Note: *If locking was not successful or if any door or the liftgate is open, or if the hood is open on vehicles with a perimeter alarm or remote start, the horn will sound and the direction indicators will not flash.*

REPLACING A LOST KEY OR REMOTE CONTROL

You can purchase replacement keys or remote controls from an authorized dealer. Authorized dealers can program remote controls for your vehicle. See **Remote Control** (page 47).

To re-program the passive anti-theft system see an authorized dealer.

DEP DEALER E-PROCESS

PRINCIPLE OF OPERATION

MyKey allows you to program keys with restricted driving modes to promote good driving habits. All but one of the keys programmed to the vehicle can be activated with these restricted modes.

Any keys that have not been programmed are referred to as administrator keys or admin keys. These can be used to:

- Create a MyKey.
- Program configurable MyKey settings.
- Clear all MyKey features.

When you have programmed a MyKey, you can access the following information using the information display:

- How many admin keys and MyKeys are programmed to your vehicle.
- The total distance your vehicle has traveled using a MyKey.

Note: *All MyKeys are programmed to the same settings. You cannot program them individually.*

Note: *For vehicles with push-button start, when both a MyKey and an admin remote transmitter are present, the admin remote transmitter will be recognized by the vehicle while switching the ignition on to start the vehicle.*

Non-configurable Settings

The following settings cannot be changed by an admin key user:

- Seat belt reminder. You cannot disable this feature. The audio system will mute when the front seat occupants' safety belts are not fastened.
- Early low fuel. The low-fuel warning activates earlier, giving the MyKey user more time to refuel.
- Driver assist features, if equipped on your vehicle, are forced on: parking aid, blind spot information system (BLIS) with cross traffic alert, lane departure warning and forward collision warning system.

Configurable Settings

With an admin key, you can configure certain MyKey settings when you first create a MyKey and before you recycle the key or restart the vehicle. You can also change the settings afterward with an admin key.

- A vehicle speed limit can be set. Warnings will be shown in the display followed by an audible tone when your vehicle reaches the set speed. You cannot override the set speed by fully depressing the accelerator pedal or by setting cruise control.
- Various vehicle speed minders can be set. Once you select a speed, it will be shown in the display, followed by an audible tone when the preselected vehicle speed is exceeded.
- Audio system maximum volume of 45%. A message will be shown in the display when you attempt to exceed the limited volume. Also, the speed-sensitive or compensated automatic volume control will be disabled.
- Always on setting. When this is selected, you will not be able to turn off Advance Trac (if your vehicle is equipped with this feature).

DEP POWER E-PROCESS

CREATING A MYKEY

You can program a MyKey using the information display control on the steering wheel. See **Information Displays** (page 84).

Insert the key you want to program into the ignition and switch the ignition on.

Press the left arrow button to access the main menu and scroll to:

Message	Action and Description
Settings	Press the **OK** button.
MyKey	Press the **OK** button.
Create MyKey	When prompted, hold the **OK** button until you see a message informing you to label this key as a MyKey. The key will be restricted at your vehicle's next start. Make sure you label the key so you can distinguish it from the admin keys. You can also program configurable settings for the key(s). Refer to the following **Programming/Changing Configurable Settings**.

Programming/Changing Configurable Settings

Switch the ignition on using an admin key or fob.

Use the information display to access the configurable MyKey settings, scroll to:

Message	Action and Description
Settings	Press the **OK** button.
MyKey	Use the up and down arrow buttons to scroll to a configurable feature. Press the **OK** or right arrow button to make a selection. Choose your applicable setting.

Note: *You can clear or change your MyKey settings at any time during the same key cycle as you created the MyKey. Once you switch the ignition off you will need an admin key to change or clear your MyKey settings.*

DEP DEALER E-PROCESS

CLEARING ALL MYKEYS

You can clear or change your MyKey settings using the information display control on the steering wheel. See **Information Displays** (page 84).

Switch the ignition on using an admin key or fob.

To clear all MyKeys of all MyKey settings, press the left arrow button to access the main menu and scroll to:

Message	Action and Description
Settings	Press the **OK** button.
MyKey	Press the **OK** button.
Clear MyKey	Press and hold the **OK** button until the following message displays.
All MyKeys Cleared	

Note: *When you clear your MyKeys, you remove all restrictions and return all MyKeys to their original admin key status.*

DEP DIGITAL ENGINEER E-PROCESS

CHECKING MYKEY SYSTEM STATUS

You can find information on programmed MyKey(s) using the information display control on the steering wheel. See **Information Displays** (page 84).

To find information on a programed MyKey(s), press the left arrow button to access the main menu and scroll to:

Message	Description
Settings	Press the **OK** button.
MyKey	Press the **OK** button.
Select one of the following:	
MyKey Dist.	Tracks the distance when drivers use a MyKey. The only way to delete the accumulated distance is by using an admin key to clear your MyKey. If the distance does not accumulate as expected, then the intended user is not using the MyKey, or an admin key user recently cleared and then recreated a MyKey.
{0} MyKeys	Indicates the number of MyKeys programed to your vehicle. Use this feature to detect how many MyKeys you have for your vehicle and determine when a MyKey has been deleted.
{0} Admin Keys	Indicates how many admin keys are programed to your vehicle. Use this feature to determine how many unrestricted keys you have for your vehicle, and detect if an additional MyKey has been programed.

DEP DEALER E-PROCESS

USING MYKEY WITH REMOTE START SYSTEMS

MyKey is not compatible with non Ford-approved, aftermarket remote start systems. If you choose to install a remote start system, see an authorized dealer for a Ford-approved remote start system.

MYKEY TROUBLESHOOTING

Condition	Potential Causes
I cannot program a MyKey.	• The key used to start your vehicle does not have admin privileges. • The key used to start your vehicle is the only admin key (there always has to be at least one admin key). • SecuriLock passive anti-theft system is disabled or in unlimited mode.
I cannot program the configurable settings.	• The key used to start your vehicle does not have admin privileges. • No keys are programmed to the vehicle. See **Creating a MyKey** (page 50).
I cannot clear the MyKeys.	• The key used to start your vehicle does not have admin privileges. • No MyKeys are programmed to the vehicle. See **Creating a MyKey** (page 50).
I lost the only admin key.	Purchase a new key from your authorized dealer.
I lost a key.	Program a spare key. See **Passive Anti-Theft System** (page 59).
MyKey distance does not accumulate.	• The MyKey user is not using the MyKey. • An admin key holder cleared the MyKeys and created new MyKeys. • The key system has been reset.

DEP POWER E-PROCESS

LOCKING AND UNLOCKING

Remote Control

The remote control can be used any time your vehicle is not running.

Unlocking the Doors

The positions lamps illuminate when you unlock the doors. They automatically turn off when you switch the ignition on.

Note: *You can unlock the driver door with the key. Use the key when the remote control is not functioning.*

Note: *When you lock your vehicle for several weeks, the remote control will be switched off. Your vehicle must be unlocked and the engine started using the key. Unlocking and starting your vehicle once will enable the remote control.*

One-Stage Unlocking

Press the button to unlock all doors.

The direction indicators will flash.

Two-Stage Unlocking

Press the button twice within three seconds to unlock all doors.

The direction indicators flash twice.

Reprogramming the Unlocking Function

You can reprogram the unlocking function using the remote control to change between one-stage and two-stage unlocking. See **Remote Control** (page 47).

Locking the Doors

Press the button to lock all the doors.

Press the button twice within three seconds to double lock the doors. The horn will chirp twice if all the doors and the luggage compartment are closed.

Note: *If any door or the luggage compartment is not closed, or if the hood is not closed on vehicles that have an anti-theft alarm or remote start, the horn will not chirp.*

Automatic Re-locking

The doors will relock automatically if you do not open a door within 45 seconds of unlocking the doors with the remote control. The door locks and the alarm will return to their previous state.

Locking and Unlocking the Doors From Inside

The power door lock control is located on the driver and passenger doors.

Press the button to lock or unlock all the doors. The lamp illuminates with the doors locked.

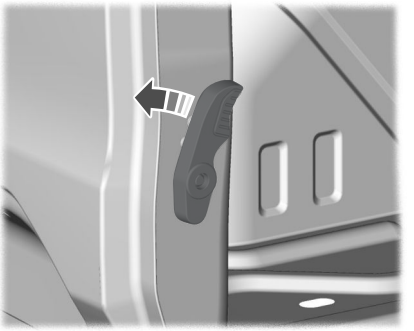
Opening the Double Rear Doors

WARNING

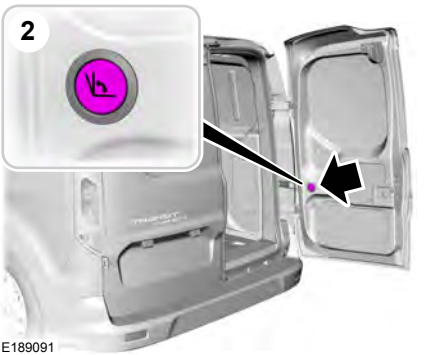
If there is a ladder fitted to the rear cargo door, do not open the door fully if the side-loading door is open.

DEP DEALER E-PROCESS

E148805


E148806

1. Open the rear cargo door.



E189091

2. Press the button.
3. Open the cargo door fully.

Locking and Unlocking the Doors with the Key

Note: *Do not leave your keys in your vehicle.*

Locking with the Key

Turn the top of the key toward the front of your vehicle.

Unlocking with the Key

Turn the top of the key toward the rear of your vehicle.

Unlocking the Doors with the Interior Door Handles

You can unlock individual doors by pulling the relevant interior door handle. Pulling the driver door interior door handle will unlock all the doors, if auto unlock has been enabled.

Rear Door Unlocking and Opening

Pull the interior door release handle twice to unlock and open the rear door. The first pull unlocks the door and the second pull will unlatch the door.

Smart Unlocks For Integrated Keyhead Transmitter

This feature helps to prevent you from locking yourself out of your vehicle if your key is still in the ignition.

When you open one of the front doors and lock your vehicle with the power door lock control, all the doors will lock then unlock if your key is still in the ignition.

You can still lock your vehicle with the key in the ignition by pressing the lock button on the transmitter even if the doors are not closed.

If both front doors are closed you can lock your vehicle by any method, regardless of whether the key is in the ignition or not.

DEP POWER E-PROCESS

Smart Unlocks For Intelligent Access Keys (If Equipped)

This feature helps to prevent you from unintentionally locking your intelligent access key inside your vehicle's passenger compartment or rear cargo area.

When you lock your vehicle using the power door lock control (with the door open, vehicle in park and ignition off), your vehicle will search for an intelligent access key in the passenger compartment after you close the door. If your vehicle finds a key, all of the doors will immediately unlock and the horn will chirp, indicating that a key is inside.

In order to override the smart unlock feature and intentionally lock the intelligent access key inside your vehicle, you can lock your vehicle after all doors are closed by pressing the lock button on another intelligent access key or touching the locking area on the handle with another intelligent access key in your hand.

When you open one of the front doors and lock your vehicle using the power door lock control, all doors will lock then unlock if, the ignition is on, or the ignition is off and the gearshift lever is not in park **P**.

Auto lock and Auto unlock Feature

Auto lock

The Auto lock feature will lock the doors and liftgate when all of the following conditions have been met:

- All doors are closed.
- The ignition is on.
- Your vehicle is moving at a speed greater than 12 mph (20 km/h) for more than two seconds.

Auto unlock

The auto unlock feature will unlock all the doors when all of the following conditions have been met:

- The ignition is on, all doors are closed, and your vehicle is moving at a speed greater than 12 mph (20 km/h) for more than two seconds.
- Your vehicle has come to a stop and you switch the ignition off or to the accessory position.
- The driver door is opened within 10 minutes of you switching the ignition off or to the accessory position.

Note: *The doors will not auto unlock if your vehicle has been electronically locked after the ignition is turned off and before the driver door is opened.*

Enabling or Disabling Auto lock and Auto unlock

Note: *An authorized dealer or you can carry out this procedure.*

To enable or disable these features, do the following:

1. Switch the ignition on.
2. Press the power door unlock button three times.
3. Switch the ignition off.
4. Press the power door unlock button three times.
5. Switch the ignition on. The horn will chirp indicating your vehicle is in programming mode.

Auto lock: Press the power door lock button for less than one second and release. The horn will chirp once if disabled or twice (one short and one long chirp) if enabled.

DEP DEALER E-PROCESS

Auto unlock: Press the power door lock button for longer than two seconds and release. The horn will chirp once if disabled or twice (one short and one long chirp) if enabled.

After programming the feature, switch the ignition off. The horn will chirp once indicating programming is complete.

Note: *You will have 30 seconds to complete the procedure.*

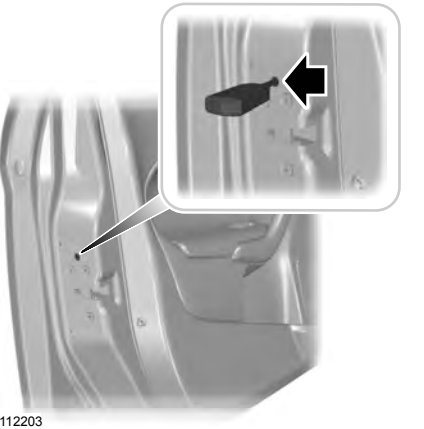
Note: *You can enable or disable the auto unlock feature independently of the auto lock feature.*

Emergency Locking with the Key

Note: *If the child safety locks are on and you pull the interior handle, you will only turn off the emergency locking not the child safety lock. You can only open the doors using the external door handle.*

Note: *If the doors have been unlocked using this method, the doors must be locked individually until the central locking function has been repaired.*

Note: *When the central locking function fails to operate, lock the doors individually using the key in the position shown.*



E112203

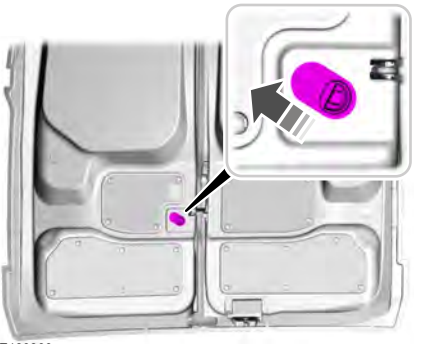
Left-Hand Side

Turn clockwise to lock.

Right-Hand Side

Turn counterclockwise to lock.

Rear Emergency Exit (If Equipped)



E180300

Slide the release lever up to open the door in an emergency.

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MANUAL LIFTGATE

WARNINGS

It is extremely dangerous to ride in a cargo area, inside or outside of your vehicle. In a crash, people riding in these areas are more likely to be seriously injured or killed. Do not allow people to ride in any area of your vehicle that is not equipped with seats and safety belts. Make sure everyone in your vehicle is in a seat and properly using a safety belt. Failure to follow this warning could result in serious personal injury or death.

Make sure to close and latch the liftgate to prevent drawing exhaust fumes into your vehicle. This will also prevent passengers and cargo from falling out. If you must drive with the liftgate open, keep the vents or windows open so outside air comes into your vehicle. Failure to follow this warning could result in serious personal injury.

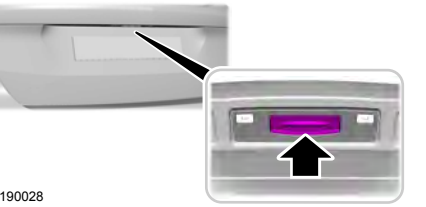
Note: *Be careful when opening or closing the liftgate in a garage or other enclosed area to avoid damaging the liftgate.*

Note: *Do not hang anything from the spoiler, rear window or liftgate, for example a bike rack. This could damage the liftgate and its components.*

Opening and Closing the Liftgate

To Open the Liftgate

1. Press the unlock button, or the tailgate unlock button on the remote key.



E190028

2. Press the release button above the license plate to unlatch the liftgate.

Note: *Do not leave the liftgate open while driving.*

To Close the Liftgate

E148833

DEP DEALER E-PROCESS

PASSIVE ANTI-THEFT SYSTEM

Note: *The system is not compatible with non-Ford aftermarket remote start systems. Use of these systems may result in vehicle starting problems and a loss of security protection.*

Note: *Metallic objects, electronic devices or a second coded key on the same key chain may cause vehicle starting problems if they are too close to the key when starting the engine. Prevent these objects from touching the coded key while starting the engine. Switch the ignition off, move all objects on the key chain away from the coded key and restart the engine if a problem occurs.*

Note: *Do not leave a duplicate coded key in the vehicle. Always take your keys and lock all doors when leaving the vehicle.*

SecuriLock®

The system is an engine immobilization system. It is designed to help prevent the engine from being started unless a correctly coded key for your vehicle is used. Using an incorrectly coded key may prevent the engine from starting. A message may appear in the information display.

If you are unable to start the engine with a correctly coded key, a malfunction has happened and a message may appear in the information display.

Automatic Arming

The engine immobilization system arms immediately after you switch the ignition off.

Automatic Disarming

Switching the ignition on with a correctly coded key disarms the engine immobilization system.

Replacement Keys

The integrated keyhead transmitter functions as a programmed ignition key that operates all the locks and starts your vehicle, as well as a remote control.

If your keys are lost or stolen and you do not have a spare correctly coded key, you will need to have your vehicle towed to an authorized dealer. You need to erase the coded keys from your vehicle and program new coded keys.

Store an extra correctly coded key away from the vehicle in a safe place to help prevent any inconveniences. See an authorized dealer to purchase additional spare or replacement keys.

Note: *Your vehicle comes with two integrated keyhead transmitters.*

Programming a Spare Integrated Keyhead Transmitter

You can program your own integrated keyhead transmitter or standard SecuriLock coded keys to your vehicle. This procedure will program both the engine immobilizer keycode and the remote entry portion of the remote control to your vehicle

Only use integrated keyhead transmitters or standard SecuriLock keys.

You must have two previously programmed correctly coded keys and the new unprogrammed key readily accessible. See an authorized dealer to have the spare key programmed if two previously programmed correctly coded keys are not available.

Read and understand the entire procedure before you begin.

DEP DEARBORN ENGINEER E-PROCESS

1. Insert the first previously programmed correctly coded key into the ignition.
2. Switch the ignition from off to on. Keep the ignition on for at least three seconds, but no more than 10 seconds.
3. Switch the ignition off and remove the first correctly coded key from the ignition.
4. After three seconds but within 10 seconds of switching the ignition off, insert the second previously correctly coded key into the ignition.
5. Switch the ignition from off to on. Keep the ignition on for at least three seconds, but no more than 10 seconds.
6. Switch the ignition off and remove the second previously programmed correctly coded key from the ignition.
7. After three seconds but within 10 seconds of switching the ignition off and removing the previously programmed correctly coded key, insert the new unprogrammed key into the ignition.
8. Switch the ignition from off to on. Keep the ignition on for at least six seconds.
9. Remove the newly programmed correctly coded key from the ignition.

If the key has been successfully programmed it will start the engine and operate the remote entry system (if the new key is an integrated keyhead transmitter).

If the key was not successfully programmed, wait 10 seconds and repeat Steps 1 through 8. If you are still unsuccessful, take your vehicle to an authorized dealer.

Note: *You can program a maximum of eight coded keys to your vehicle. All eight can be integrated keyhead transmitters.*

DEP DEALER E-PROCESS

ADJUSTING THE STEERING WHEEL

WARNING

Do not adjust the steering wheel when your vehicle is moving.

Note: *Make sure that you are sitting in the correct position. See* ***Sitting in the Correct Position*** *(page 103).*

E95178

1. Unlock the steering column.
2. Adjust the steering wheel to the desired position.

E95179

3. Lock the steering column.

AUDIO CONTROL

Select the required source on the audio unit.

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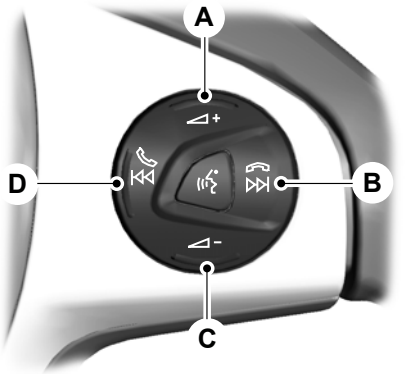
You can operate the following functions with the control:



E159789

A Volume up

B Seek up, next or end call

C Volume down

D Seek down, previous or accept call

Seek, Next or Previous

Press the seek button to:

- tune the radio to the next or previous stored preset
- play the next or the previous track.

Press and hold the seek button to:

- tune the radio to the next station up or down the frequency band
- seek through a track.

VOICE CONTROL

E159531

Press the button to select or deselect voice control. See **SYNC™** (page 267).

CRUISE CONTROL

E142437

See **Cruise Control** (page 139).

DEP DEALER E-PROCESS

INFORMATION DISPLAY CONTROL

E130248

See **Information Displays** (page 84).

DEP POWER E-PROCESS

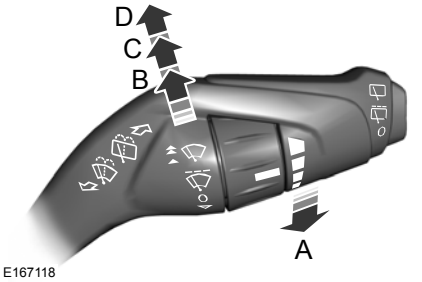
WINDSHIELD WIPERS

Note: *Fully defrost the windshield before you switch the windshield wipers on.*

Note: *Make sure you switch the windshield wipers and vehicle power off before using an automatic car wash.*

Note: *If streaks or smears appear on the windshield, clean the windshield and the wiper blades. See* ***Checking the Wiper Blades*** *(page 194). If that does not resolve the issue, install new wiper blades. See* ***Changing the Wiper Blades*** *(page 194).*

Note: *Do not operate the wipers on a dry windshield. This may scratch the glass, damage the wiper blades or cause the wiper motor to burn out. Always use the windshield washers before wiping a dry windshield.*

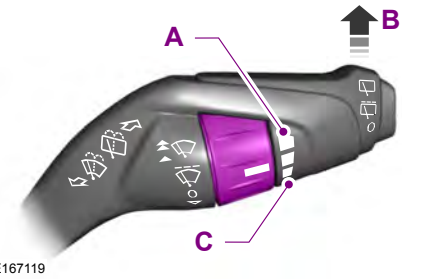


E167118

A	Single wipe.
B	Intermittent wipe.
C	Normal wipe.
D	High-speed wipe.

Note: *Move to position* ***O*** *marked on the wiper lever to switch off.*

Intermittent Wipe



E167119

A	Short-wipe interval.
B	Intermittent wipe.
C	Long-wipe interval.

Push the wiper lever up to switch the wipers on, and then use the rotary control to adjust the intermittent wipe interval.

Speed Dependent Wipers (If Equipped)

When your vehicle speed increases, the interval between wipes decreases.

AUTOWIPERS

Note: *Fully defrost the windshield before you switch the windshield wipers on.*

Note: *Make sure you switch the windshield wipers and ignition off before using an automatic car wash.*

Note: *If streaks or smears appear on the windshield, clean the windshield and the wiper blades. If that does not resolve the issue, install new wiper blades.*

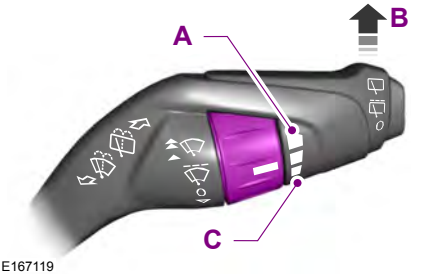
Note: *If you switch autolamps and autowipers on, the headlamps automatically turn on when the windshield wipers continuously operate.*

DEP DEALER E-PROCESS

Note: *During wet or winter driving conditions with ice, snow or a salty road mist, inconsistent or unexpected wiping or smearing may occur.*

In these conditions, you can do the following:

- Lower the sensitivity of the autowipers to reduce the amount of smearing on the windshield.
- Switch to normal or high-speed wipe.
- Switch autowipers off.



E167119

A High sensitivity

B On

C Low sensitivity

Note: *Some autowiper levers may include a letter "A" within the icon.*

Autowipers uses a rain sensor located in the area around the interior mirror. The rain sensor monitors the amount of moisture on the windshield and automatically turns the wipers on. It will adjust the wiper speed by the amount of moisture that the sensor detects on the windshield.

Use the rotary control to adjust the sensitivity of the autowipers. When you select low sensitivity, the wipers will operate when the sensor detects a large amount of water on the windshield. When you select high sensitivity, the wipers will operate when the sensor detects a small amount of water on the windshield.

Keep the outside of the windshield clean. The rain sensor is very sensitive and the wipers may operate if dirt, mist or insects hit the windshield.

WINDSHIELD WASHERS

Note: *Do not operate the washers when the washer reservoir is empty. This may cause the washer pump to overheat.*

Note: *Do not operate the washers for more than 10 seconds at a time.*

E129188

To use the washer, pull the lever toward you.

When you release the lever, wiping will continue for a short period of time.

REAR WINDOW WIPER AND WASHERS

Rear Window Wiper

Note: *Make sure you switch the rear window wiper and ignition off before using an automatic car wash.*

Transcribed by DEP E-PROCESS

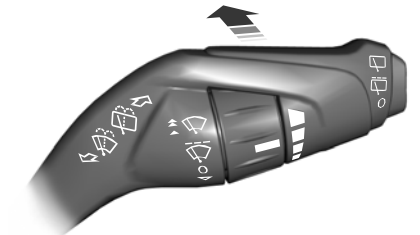
E171615

A Intermittent wipe.
B Low speed wipe.
C Off.

Press the top of the button to switch intermittent wipe on. Press the top of the button again to switch low speed wipe on. Press the bottom of the button to switch the rear window wiper off.

When you switch on the front wipers and move the gearshift lever to reverse (R), rear intermittent wipe automatically turns on.

Rear Window Washer


E167407

Push the lever away from you to operate the rear window washer. When you release the lever, wiping continues for a short period of time.

DEP DEALER E-PROCESS

GENERAL INFORMATION

Condensation in Lamp Assemblies

Exterior lamps have vents to accommodate normal changes in air pressure.

Condensation can be a natural by-product of this design. When moist air enters the lamp assembly through the vents, there is a possibility that condensation can occur when the temperature is cold. When normal condensation occurs, a fine mist can form on the interior of the lens. The fine mist eventually clears and exits through the vents during normal operation.

Clearing time may take as long as 48 hours under dry weather conditions.

Examples of acceptable condensation are:

- The presence of a fine mist (no streaks, drip marks or large droplets).
- A fine mist covers less than 50% of the lens.

Examples of unacceptable condensation are:

- A water puddle inside the lamp.
- Streaks, drip marks or large droplets present on the interior of the lens.

If you see any unacceptable condensation, have your vehicle checked by an authorized dealer.

LIGHTING CONTROL

E142449

A	Off
B	Instrument panel lamps, license plate lamps and tail lamps
C	Headlamps

High Beams

E162679

Push the lever forward to switch the high beams on.

Push the lever forward again or pull the lever toward you to switch the high beams off.

DEP POWER E-PROCESS

Headlamp Flasher

E162680

Pull the lever toward you slightly and release it to flash the headlamps.

AUTOLAMPS (If Equipped)

WARNING

The autolamps switch position may not activate the headlamps in all low visibility conditions, such as daytime fog. Always ensure that your headlamps are switched to auto or on, as appropriate, during all low visibility conditions. Failure to do so may result in a collision.

E142451

When the lighting control is in the autolamps position, the headlamps automatically turn on in low light situations or when the wipers activate.

If equipped, the following also activate when the lighting control is in the autolamps position and you switch them on in the information display:

- Configurable daytime running lamps.
- Automatic high beam control.
- Adaptive headlamp control.

The headlamps remain on for a period of time after you switch the ignition off. Use the information display controls to adjust the period of time that the headlamps remain on. See **Information Displays** (page 84).

Note: *With the headlamps in the autolamps position, you cannot switch the high beam headlamps on until the autolamps system turns the low beam headlamps on.*

Windshield Wiper Activated Headlamps

The windshield wiper activated headlamps turn on within 10 seconds when you switch the windshield wipers on and the lighting control is in the autolamps position. They turn off approximately 60 seconds after you switch the windshield wipers off.

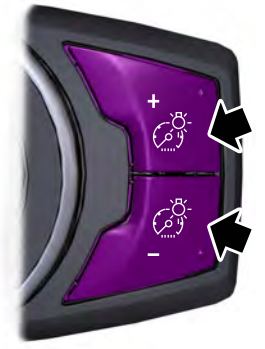
The headlamps will not turn on by wiper activation:

- During a mist wipe.
- When the wipers are on to clear washer fluid during a wash condition.
- If the wipers are in intermittent mode.

Note: *If you switch autolamps and autowipers on, the headlamps will automatically turn on when the windshield wipers continuously operate.*

DEP DEALER E-PROCESS

INSTRUMENT LIGHTING DIMMER



E132712

Press it repeatedly or press it and hold it until the desired level is reached.

Note: *If you disconnect the battery or it loses charge the instrument lighting will return to its brightest setting.*

HEADLAMP EXIT DELAY

After you switch the ignition off, you can switch the headlamps on by pulling the direction indicator lever toward you. You will hear a short tone. The headlamps will switch off automatically after three minutes with any door open or 30 seconds after the last door has been closed. You can cancel this feature by pulling the direction indicator toward you again or switching the ignition on.

DAYTIME RUNNING LAMPS (If Equipped)

WARNING

The daytime running lamps system does not activate the tail lamps and may not provide adequate lighting during low visibility driving conditions. Also, the autolamps switch position may not activate the headlamps in all low visibility conditions, such as daytime fog. Always ensure that your headlamps are switched to auto or on, as appropriate, during all low visibility conditions. Failure to do so may result in a collision.

Type 1 - Conventional (Non-Configurable)

When you switch the ignition to the on position and the lighting control is in the off, autolamps or parking lamp position, the daytime running lamps will turn on whenever the headlamps are off. They turn off only when the headlamps are on.

Type 2 - Configurable

Note: *If this type is equipped, you are able to switch the daytime running lamps on or off using the information display controls. See* ***Information Displays*** *(page 84).*

When the daytime running lamps are switched on in the information display and you switch the ignition to the on position with the lighting control in the autolamps position, the daytime running lamps turn on whenever the headlamps are off.

The other lighting control switch positions do not activate the daytime running lamps and can be used to temporarily override autolamp control.

When switched off in the information display, the daytime running lamps are off in all lighting control switch positions.

DEP DEARBORN ENGINEERING E-PROCESS

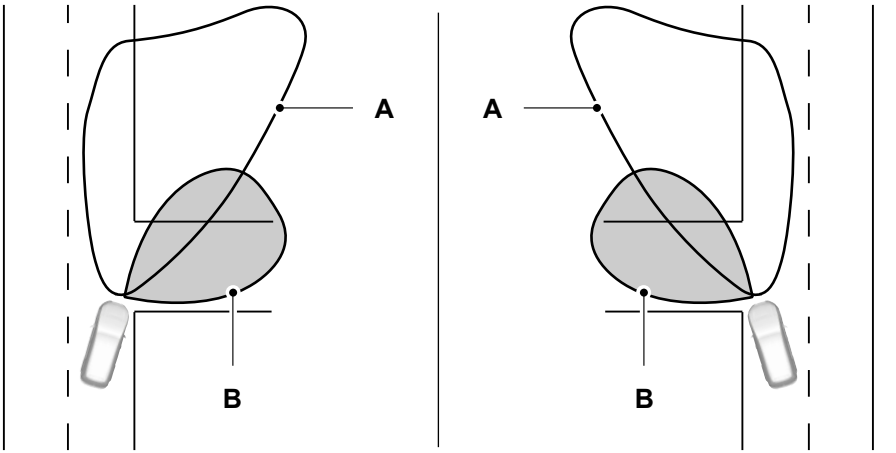
FRONT FOG LAMPS

E142453

Press the button to switch the fog lamps on or off.

You can switch the fog lamps on when the lighting control is in any position except off and the high beams are not turned on.

CORNERING LAMPS



E72898

A Headlamp beam
B Cornering lamp beam

The cornering lamps illuminate the inside of a corner when you are turning.

DEP DEALER E-PROCESS

DIRECTION INDICATORS

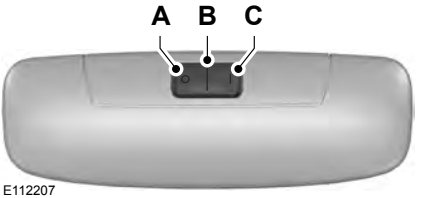
E162681

Push the lever up or down to use the direction indicators.

Note: *Tap the lever up or down to make the direction indicators flash three times to indicate a lane change.*

INTERIOR LAMPS - VEHICLES WITHOUT: PANORAMIC ROOF PANEL

Courtesy Lamp



E112207

A	Off
B	Door contact
C	On

If you set the switch to position B, the courtesy lamp will switch on when you unlock your vehicle, open a door or the liftgate. If you leave a door open with the ignition switched off, the courtesy lamp will switch off automatically after a short period of time to prevent your vehicle battery from losing charge. To switch it back on, switch the ignition on for a short period of time.

The courtesy lamp will also switch on when you switch the ignition off. It will switch off automatically after a short period of time or when you start the engine.

If you set the switch to position C with the ignition switched off, the courtesy lamp will switch on. It will switch off automatically after a short period of time to prevent your vehicle battery from losing charge. To switch it back on, switch the ignition on for a short period of time.

Reading Lamps

E112208

If you switch the ignition off, the reading lamps will switch off automatically after a short period of time to prevent your vehicle battery from losing charge. To switch them back on, switch the ignition on for a short period of time.

Luggage Compartment Lamp

The luggage compartment lamp will switch on and off automatically when you open and close the doors. If you unlock the doors with the remote control, they will switch on. They will switch off automatically after a short period of time.

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INTERIOR LAMPS - VEHICLES WITH: PANORAMIC ROOF PANEL

Side Mounted Lamp

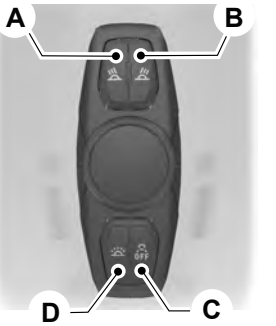
E139419

A Reading lamp on and off switch
B Door function switch
C All lamps on and off switch

Press switch B to turn all lamps off when a door is open. Press the switch again to turn all lamps on.

You can control all lamps using switch C.

Center Mounted Lamp



E139420

A Right-hand side reading lamp on and off switch
B Left-hand side reading lamp on and off switch
C Door function switch
D All lamps on and off switch

Press switch C to turn all lamps off when a door is open. Press the switch again to turn all lamps on.

You can control all lamps using switch D.

Luggage Compartment Lamp

The luggage compartment lamp will switch on and off automatically when you open and close the doors. If you unlock the doors with the remote control, they will switch on. They will switch off automatically after a short period of time.

DEP DEALER E-PROCESS

POWER WINDOWS - VEHICLES WITH: ONE-TOUCH DOWN DRIVER WINDOW

WARNINGS

Do not leave children unattended in your vehicle and do not let them play with the power windows. They may seriously injure themselves.

When closing the power windows, you should verify they are free of obstructions and make sure that children and pets are not in the proximity of the window openings.

E166915

Note: *You may hear a pulsing noise when just one of the windows is open. Lower the opposite window slightly to reduce this noise.*

Press the switch to open the window.

Lift the switch to close the window.

One-Touch Down (If Equipped)

Press the switch fully and release it. Press again or lift it to stop the window.

Accessory Delay (If Equipped)

You can use the window switches for several minutes when you switch the ignition off or until you open either front door.

POWER WINDOWS - VEHICLES WITH: REAR POWER WINDOWS

WARNINGS

Do not leave children unattended in your vehicle and do not let them play with the power windows. They may seriously injure themselves.

When closing the power windows, you should verify they are free of obstructions and make sure that children and pets are not in the proximity of the window openings.

E70848

Press the control to open the window.

Lift the control to close the window.

Note: *You may hear a pulsing noise when just one of the windows is open. Lower the opposite window slightly to reduce this noise.*

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One-Touch Down (If Equipped)

Press the control fully and release it. Press again or lift it to stop the window.

One-Touch Up (If Equipped)

Lift the control fully and release it. Press or lift it again to stop the window.

Window Lock

E70850

Press the control to lock or unlock the rear window controls. It lights when the rear window controls lock.

Bounce-Back (If Equipped)

The window stops automatically while closing. It reverses some distance if there is an obstacle in the way.

Overriding the Bounce-Back Feature

WARNING

When you override the bounce-back feature the window will not reverse if it detects an obstacle. Take care when closing the windows to avoid personal injury or damage to your vehicle.

Proceed as follows to override this protection feature when there is a resistance, for example in winter:

1. Close the window twice until it reaches the point of resistance and let it reverse.
2. Close the window a third time to the point of resistance. You disabled the bounce-back feature and you can now close the window manually. The window travels past the point of resistance and you can close it fully.

Contact an authorized dealer as soon as possible if the window does not close after the third attempt.

Resetting the Bounce-Back Feature

WARNING

The bounce-back feature remains turned off until you reset the memory.

If you have disconnected the battery, you must reset the bounce-back memory separately for each window.

1. Lift and hold the control until the window is fully closed.
2. Release the control.
3. Lift and hold the control again for a few seconds.
4. Release the control.
5. Lift and hold the control again for a few seconds.
6. Release the control.
7. Press and hold the control until the window is fully open.
8. Lift and hold the control until the window is fully closed.
9. Release the control.
10. Open the window and then try to close it automatically.

DEP DEALER E-PROCESS

11. Repeat the procedure if the window does not close automatically.

Accessory Delay (If Equipped)

You can use the window controls for several minutes after switching off the ignition or until opening either front door.

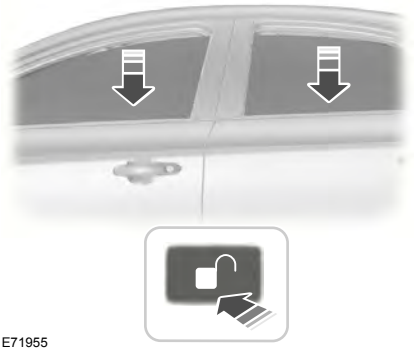
GLOBAL OPENING AND CLOSING

You can also operate the power windows with the ignition off using the global opening and global closing function.

Note: *Global opening will only operate for a short period of time after you have unlocked your vehicle using the remote control.*

Note: *Global closing will only operate if you have set the memory correctly for each window. See* ***Power Windows*** *(page 73).*

Global Opening (If Equipped)



E71955

To open all the windows:

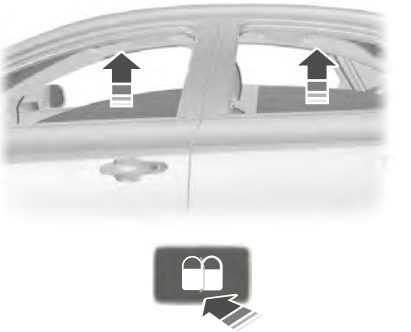
1. Press and release the remote control unlock button.
2. Press and hold the remote control unlock button for at least three seconds.

Press the lock or unlock button to stop the opening function.

Global Closing (If Equipped)

WARNING

Take care when using global closing. Failure to follow this warning could seriously increase the risk of injury or death. In an emergency, press the lock or unlock button immediately to stop.



E71956

To close all the windows, press and hold the remote control lock button for at least three seconds. Press the lock or unlock button to stop the closing function. The bounce-back function is also on during global closing.

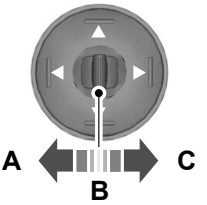
Transcribed by DEP E-PROCESS

EXTERIOR MIRRORS

Power Exterior Mirrors (If Equipped)

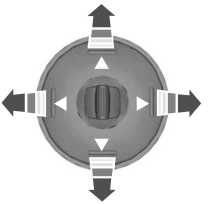
WARNING

Do not adjust the mirrors when your vehicle is moving. This could result in the loss of control of your vehicle, serious personal injury or death.



E70846

A Left-hand mirror
B Off
C Right-hand mirror



E70847

Press the arrows to adjust the mirror.

Note: *Do not clean the housing or glass of any mirror with harsh abrasives, fuel or other petroleum or ammonia-based cleaning products.*

Automatic Folding and Unfolding

The mirrors will automatically fold or unfold when you use the key to lock or unlock your vehicle.

Note: *If you fold the mirrors using the manual fold button, you can only unfold them again manually.*

Manual Folding and Unfolding

The power folding mirrors operate with the ignition on, and for several minutes after you switch the ignition off.

Note: *You can only fold the mirrors when the controller is set to position B.*

Note: *Continuous folding and unfolding of the mirrors will cause them to overheat and shut down for a short time. This is to avoid permanent damage.*

E165480

Press the down arrow to fold or unfold the mirrors.

Press the down arrow again to stop and reverse the direction of movement.

Note: *Continuous folding and unfolding of the mirrors will cause them to overheat and shut down for a short time. This is to avoid permanent damage.*

Fold Away Exterior Mirrors

Push the mirror toward the door window glass. Make sure that you fully engage the mirror in its support when returning it to its original position.

DEP DEALER E-PROCESS

INTERIOR MIRROR

WARNING

Do not adjust the mirror when your vehicle is moving.

Note: *Do not clean the housing or glass of any mirror with harsh abrasives, fuel or other petroleum or ammonia-based cleaning products.*

You can adjust the interior mirror to your preference. Some mirrors also have a second pivot point. This lets you move the mirror head up or down and from side to side.

Pull the tab below the mirror toward you to reduce glare at night.

Auto-Dimming Mirror (If Equipped)

Note: *Do not block the sensors on the front and back of the mirror. Mirror performance may be affected. A rear center passenger or raised rear center head restraint may also block light from reaching the sensor.*

The mirror will dim automatically to reduce glare when bright lights are detected from behind your vehicle. It will automatically return to normal reflection when you select reverse gear to make sure you have a clear view when backing up.

SUN SHADES - VEHICLES WITH: PANORAMIC ROOF PANEL

WARNINGS

Do not let children play with the sun shade or leave them unattended in the vehicle. They may seriously hurt themselves.

WARNINGS

When closing the sun shade, you should verify that it is free of obstructions and make sure that children and pets are not in the proximity of the sunshade.

The control is located in the overhead console.

The sun shade has a one-touch open and close feature. To stop motion during one-touch operation, press the control a second time.

Opening and Closing the Sun Shade

E138668

Fully press and release the front of the control to open the sun shade.

Fully press and release the rear of the control to close the sun shade.

Bounce-Back

The sun shade will stop automatically while closing. It will reverse some distance if there is an obstacle in the way.

Sun Shade Relearning

WARNING

The bounce-back function is not active during this procedure. Make sure that there are no obstacles in the way of the moving sun shade.

DEP DEARBORN ENGINEERING E-PROCESS

Note: *You must start the relearning process within 30 seconds of switching the ignition on.*

In case the sun shade no longer opens or closes properly, follow this relearning procedure:

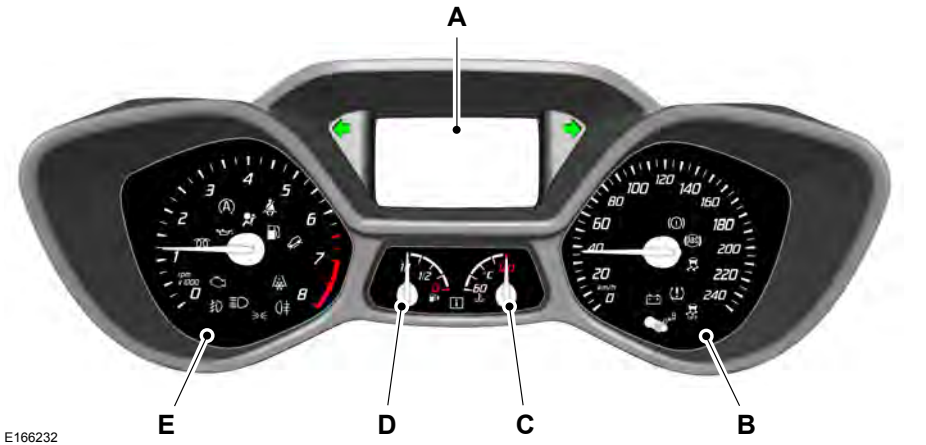
1. Press the front of the control to the first action point twice and release it within two seconds.
2. Press the rear of the control to the first action point twice and release it within two seconds.
3. Press and hold the front of the control to the first action point, until the sun shade fully opens.
4. Press and hold the rear of the control to the first action point, until the sun shade fully closes.

If you do not complete Step 2 within 15 seconds of Step 1, the relearning function end. Switch the ignition off, wait for another 30 seconds and then switch the ignition back on again. Start the procedure again from the beginning.

Confirm that relearning was successful by opening and closing the sun shade.

DEP DEALER E-PROCESS

GAUGES



A Information display
B Speedometer
C Engine coolant temperature gauge
D Fuel gauge
E Tachometer

Information Display

Odometer

Located in the bottom of the information display, it registers the accumulated distance your vehicle has traveled.

Outside Air Temperature

Shows the outside air temperature.

Trip Computer

See **Trip Computer** (page 88).

Vehicle Settings and Personalization

See **Personalized Settings** (page 88).

Engine Coolant Temperature Gauge

WARNING

Never remove the coolant reservoir cap while the engine is running or hot. Steam and scalding liquids released from a hot cooling system can cause burns.

At normal operating temperature, the needle will remain in the center section.

DEP DIGITAL E-PROCESS

If the needle enters the red section, the engine is overheating. Stop the engine, switch the ignition off and determine the cause once the engine has cooled down. See **Engine Coolant Check** (page 190).

Note: *Do not restart the engine until the cause of overheating has been resolved.*

Fuel Gauge

Switch the ignition on. The fuel gauge will indicate approximately how much remains in the fuel tank. The fuel gauge may vary slightly when your vehicle is moving or on a gradient. The arrow adjacent to the fuel pump symbol indicates on which side of the vehicle the fuel filler door is located.

WARNING LAMPS AND INDICATORS

The following warning lamps and indicators will alert you to a vehicle condition that may become serious. Some lamps will illuminate when you start your vehicle to make sure they work. If any lamps remain on after starting your vehicle, refer to the respective system warning lamp for further information.

Note: *Some warning indicators appear in the information display and function the same as a warning lamp but do not display when you start your vehicle.*

Airbag - Front

If it fails to illuminate when you start your vehicle, continues to flash or remains on, it indicates a malfunction. Have the system checked by your authorized dealer.

Anti-Lock Braking System

If it illuminates when you are driving, this indicates a malfunction. You will continue to have the normal braking system (without ABS) unless the brake system warning lamp is also illuminated. Have the system checked by your authorized dealer.

Battery

If it illuminates while driving, it indicates a malfunction. Switch off all unnecessary electrical equipment and have the system checked by your authorized dealer immediately.

Brake System

It will illuminate when you engage the parking brake with the ignition on.

If it illuminates when you are driving, check that the parking brake is not engaged. If the parking brake is not engaged, this indicates low brake fluid level or a brake system malfunction. Have the system checked immediately by your authorized dealer.

WARNING

Driving your vehicle with the warning lamp on is dangerous. A significant decrease in braking performance may occur. It will take you longer to stop your vehicle. Have your vehicle checked by your authorized dealer immediately. Driving extended distances with the parking brake engaged can cause brake failure and the risk of personal injury.

Cruise Control (If Equipped)

It will illuminate when you switch this feature on. See **Using Cruise Control** (page 139).

DEP DEALER E-PROCESS

Direction Indicator

Illuminates when the left or right turn signal or the hazard warning flasher is turned on. If the indicators stay on or flash faster, check for a burned out bulb. See **Changing a Bulb** (page 197).

Engine Oil

If it illuminates with the engine running or when you are driving, this indicates a malfunction. Stop your vehicle as soon as it is safe to do so and switch the engine off. Check the engine oil level. See **Engine Oil Check** (page 189).

Note: *Do not resume your journey if it illuminates despite the level being correct. Have the system checked by your authorized dealer immediately.*

Fasten Safety Belt

It will illuminate and a chime will sound to remind you to fasten your safety belt. See **Safety Belt Minder** (page 34).

Fog Lamps - Front (If Equipped)

It will illuminate when you switch the front fog lamps on.

High Beam

It will illuminate when you switch the high beam headlamps on. It will flash when you use the headlamp flasher.

Information (If Equipped)

It will illuminate when a new message is stored in the information display. It will be red or amber in color depending on the severity of the message and will remain on until the cause of the message has been rectified. See **Information Messages** (page 89).

Low Fuel Level

It will illuminate when the fuel level is low or the fuel tank is nearly empty. Refuel as soon as possible.

Low Tire Pressure Warning

It will illuminate when your tire pressure is low. If the lamp remains on with the engine running or when driving, check your tire pressure as soon as possible.

It will also illuminate momentarily when you switch the ignition on to confirm the lamp is functional. If it does not illuminate when you switch the ignition on, or begins to flash at any time, have the system checked by your authorized dealer.

Parking Lamps

It will illuminate when you switch the parking lamps on.

DEP DEARBORN ENGINEER E-PROCESS

Service Engine Soon

If the service engine soon indicator light stays illuminated after the engine is started, it indicates that the On-Board Diagnostics (OBD-II) system has detected a malfunction of the vehicle emissions control system. Refer to On-Board Diagnostics (OBD-II) in the Fuel and Refueling chapter for more information about having your vehicle serviced. See **Emission Control System** (page 123).

If the light is blinking, engine misfire is occurring which could damage your catalytic converter. Drive in a moderate fashion (avoid heavy acceleration and deceleration) and have your vehicle serviced immediately.

Note: *Under engine misfire conditions, excessive exhaust temperatures could damage the catalytic converter or other vehicle components.*

The service engine soon indicator light illuminates when the ignition is first turned on prior to engine start to check the bulb and to indicate whether the vehicle is ready for Inspection/Maintenance (I/M) testing.

Normally, the service engine soon light will stay on until the engine is cranked, then turn itself off if no malfunctions are present. However, if after 15 seconds the service engine soon light blinks eight times, it means that the vehicle is not ready for I/M testing. See **Emission Control System** (page 123).

Traction and Stability Control

It will flash when the system is active. If it remains illuminated or does not illuminate when you switch the ignition on, this indicates a malfunction. During a malfunction the system will switch off. Have the system checked by your authorized dealer immediately.

Traction and Stability Control Off

It will illuminate when you switch the system off. It will go out when you switch the system back on or when you switch the ignition off.

AUDIBLE WARNINGS AND INDICATORS

Key in Ignition Warning Chime

Sounds when you open the driver door and you have left the key in the ignition with it in the off or accessory position.

Headlamps On Warning Chime

Sounds when you remove the key from the ignition and open the driver door and you have left the headlamps or parking lamps on.

Parking Brake On Warning Chime

Sounds when you have left the parking brake on and drive your vehicle. If the warning chime remains on after you have released the parking brake, have your vehicle checked by an authorized dealer immediately.

DEP DEALER E-PROCESS

Automatic Transmission Warning Chime

Sounds when you have not moved the transmission selector lever to park. A message will be shown in the display.

DEP DIGITAL E-PROCESS

GENERAL INFORMATION

WARNING

Driving while distracted can result in loss of vehicle control, crash and injury. We strongly recommend that you use extreme caution when using any device that may take your focus off the road. Your primary responsibility is the safe operation of your vehicle. We recommend against the use of any handheld device while driving and encourage the use of voice-operated systems when possible. Make sure you are aware of all applicable local laws that may affect the use of electronic devices while driving.

Information Display Controls

E138659

You can use the information display control on the steering wheel to adjust various system settings on your vehicle. The instrument panel will display the system settings.

- Press the up or down arrow buttons to scroll through and highlight the options within a menu.
- Press the right arrow button to enter a submenu.
- Press the left arrow button to exit a submenu.
- Press the **OK** button to choose and confirm settings or messages.

Menu Structure - Information Display

Note: *Some options may appear slightly different or not at all if the items are optional.*

Trip computer[1]		
Distance to E		
Trip odometer		
Trip timer		
Digital speedo		
Average fuel	Ford EcoMode	Anticipation

DEP DEALER E-PROCESS

Trip computer[1]		
		Speed
		ford EcoMode
All values		

[1] See **Trip Computer** (page 88).

Settings		
Lighting	Rain light	On or Off
	Auto highbeam	On or Off
	Hdlamp delay	Manual or xx Seconds
Display	Language	Choose your applicable setting
	Measure unit	Choose your applicable setting
	Temp unit	Choose your applicable setting
Chimes	Information	On or Off
	Warning	On or Off
Convenience	Aux heater	On or Off
	Park heater	Time 1
		Time 2
		Once
		Heat now
	Locks	Auto lock
		Auto unlock
		Global unlock
		Custom locking
		Full guard

DEP DIGITAL E-PROCESS

Settings		
	Alarm system	Reduced guard
		Ask on exit
System reset	Hold **OK** to Reset System to Factory Default	

System Check

Active warnings will display first. The system check menu may appear different based upon equipment options and current vehicle status. Press the up or down arrow buttons to scroll through the list.

Menu Structure - Information and Entertainment Display

SYNC-Media allows you to access the SYNC features.

Note: *Some options may appear slightly different or not at all if the items are optional.*

SYNC-Phone	
Dial a number	
Redial	
Phonebook	
Call history	Incoming calls
	Outgoing calls
	Missed calls
Speed Dial	
Text messaging	
BT Devices	
Phone settings	Set as master
	Phonebook pref.
	Set ringtone
	Phone status
	Text msg notify
Emerg. Assist.	

DEP DEALER E-PROCESS

Menu	
SYNC-Settings	Bluetooth on
	Set defaults
	Master reset
	Install on SYNC
	System info
	Voice settings
	Browse USB
SYNC-Apps	
Audio settings	Adaptive volume
	Sound
	DSP settings
	DSP equaliser
	TA
	News
	Alt. frequency
	RDS regional
	DAB service link
Vehicle settings	Traction Control
	ESC
	Hill start assist
	Alarm system
	Powerfold mirrors
	Indicator
	Chimes
Clock settings	Auto time (GPS)
	Set time

DEP POWER E-PROCESS

Menu	
	Set date
	Set time zone
	Summer time
	24-hour mode

CLOCK

Type 1

To adjust the clock, switch the ignition on and press buttons H or M on the information and entertainment display as necessary.

Type 2

Note: *Use the information display to adjust the clock. See (page 84).*

TRIP COMPUTER

Resetting the Trip Computer

Press and hold **OK** on the current screen to reset the respective trip, distance, time and average fuel information.

Trip Odometer

Registers the distance traveled of individual journeys.

Distance to Empty

Indicates the approximate distance your vehicle will travel on the fuel remaining in the tank. Changes in driving pattern may cause the value to vary.

Average Fuel

Indicates the average fuel consumption since the function was last reset.

Digital Speedometer

The speed your vehicle is traveling at will display as a digital number.

PERSONALIZED SETTINGS

Measure Units

To swap between imperial and metric units, scroll to this display and press the **OK** button.

Swapping between imperial and metric units will affect the following displays:

- Distance to empty.
- Average fuel consumption.
- Instantaneous fuel consumption.
- Average speed.

Switching Chimes Off

The following chimes can be switched off:

- Warning messages.
- Information messages.

DEP DEALER E-PROCESS

INFORMATION MESSAGES

E130248

Press the **OK** button to acknowledge and remove some messages from the information display. Other messages will be removed automatically after a short time.

Certain messages need to be confirmed before you can access the menus.

The message indicator illuminates to supplement some messages. It will be red or amber depending on the severity of the message and will remain on until the cause of the message has been rectified.

Some messages will be supplemented by a system specific symbol with a message indicator.

Note: *Depending on the options on your vehicle, not all of the messages will display or be available. Certain messages may be abbreviated or shortened depending upon which instrument cluster type you have.*

Airbag

Message	Message Indicator	Action
Airbag fault Service now	Amber	Have your vehicle checked by an authorized dealer as soon as possible.

Alarm

Message	Message Indicator	Action
Alarm activated Check Vehicle	Amber	Displays when the alarm has been triggered due to unauthorized entry. See **Passive Anti-Theft System** (page 59).
Alarm fault Service required	-	Have your vehicle checked by an authorized dealer as soon as possible.

DEP POWER E-PROCESS

Battery and Charging System

Message	Message Indicator	Action
Electrical system overvoltage Stop safely	Red	Stop your vehicle as soon as it is safe to do so and switch the ignition off. Have your vehicle checked by an authorized dealer as soon as possible.
Battery low See manual	Amber	Displays to warn of a low battery condition. Turn off all unnecessary electrical accessories. Have your vehicle checked by an authorized dealer as soon as possible.

Doors Open

Message	Message Indicator	Action
Driver door ajar	Red	Vehicle is moving. Stop your vehicle as soon as safely possible and close.
Driver side rear door ajar	Red	Vehicle is moving. Stop your vehicle as soon as safely possible and close.
Passenger door ajar	Red	Vehicle is moving. Stop your vehicle as soon as safely possible and close.
Passenger side rear door ajar	Red	Vehicle is moving. Stop your vehicle as soon as safely possible and close.
Hood open	Red	Vehicle is moving. Stop your vehicle as soon as safely possible and close.
Rear load compartment door ajar	Red	Vehicle is moving. Stop your vehicle as soon as safely possible and close.
Emergency rear door ajar	Red	Vehicle is moving. Stop your vehicle as soon as safely possible and close.
Driver door ajar	-	Vehicle not moving. Close.
Driver side rear door ajar	-	Vehicle not moving. Close.
Passenger door ajar	-	Vehicle not moving. Close.
Passenger side rear door ajar	-	Vehicle not moving. Close.

DEP DEALER E-PROCESS

Message	Message Indicator	Action
Hood open	-	Vehicle not moving. Close.
Rear load compartment door ajar	-	Vehicle not moving. Close.
Emergency rear door ajar	-	Vehicle not moving. Close.

Engine

Message	Message Indicator	Action
Engine fault Service now	Amber	Have your vehicle checked by an authorized dealer as soon as possible.
High engine temperature Stop safely	Red	Displays when the engine temperature is too high. Stop your vehicle as soon as it is safe to do so, switch the ignition off and allow the engine to cool. If the problem persists, have your vehicle checked by an authorized dealer as soon as possible. See **Engine Coolant Check** (page 190).

Hill Start Assist

Message	Message Indicator	Action
Hill start assist not available	Amber	Displays when hill start assist is not available. Have your vehicle checked by an authorized dealer as soon as possible. See **Hill Start Assist** (page 130).

DEP DIGITAL ENGINEER E-PROCESS

Lighting

Message	Message Indicator	Action
Brake lamp Bulb fault	-	Displays when the brake lamp bulb has burned out. See **Lighting** (page 67)..
Low beam Bulb fault	-	Displays when the low beam headlamp bulb has burned out. See **Lighting** (page 67).
Headlamp fault Service required	Amber	Displays when an electrical system problem occurs with the headlamp system. Have your vehicle checked by an authorized dealer as soon as possible.

Maintenance

Message	Message Indicator	Action
Oil change required	-	Displays when the engine oil life is depleted and requires a change. See **Engine Oil Check** (page 189).
Brake fluid level low Service now	Red	Indicates the brake fluid level is low and the brake system should be inspected immediately. See **Brake Fluid Check** (page 192). Have your vehicle checked by an authorized dealer as soon as possible.
Washer fluid level low	-	Displays when the washer fluid is low and needs to be refilled. See **Washer Fluid Check** (page 192).

Parking Aid

Message	Message Indicator	Action
Parking aid fault Service required	Amber	Displays when the system has detected a fault that requires service. Have your vehicle checked by an authorized dealer as soon as possible. See **Parking Aid** (page 134).

DEP DEALER E-PROCESS

Parking Brake

Message	Message Indicator	Action
Park brake applied	Red	Displays when the parking brake is set, the engine is running and your vehicle speed is above 3 mph (5 km/h). If the warning stays on after the parking brake is released, have your vehicle checked by an authorized dealer as soon as possible.

Starting System

Message	Message Indicator	Action
Press brake to start	-	Displays when you start your vehicle as a reminder to apply the brake.
Cranking time exceeded	-	Displays when your vehicle fails to start.

Tire Pressure Monitoring System

Message	Message Indicator	Action
LOW Tire Pressure	-	Displays when one or more tires on your vehicle have low tire pressure. See **Tire Pressure Monitoring System** (page 235).
Tire Pressure Monitor Fault	-	Displays when the tire pressure monitoring system is malfunctioning. If the warning stays on or continues to come on, see an authorized dealer. See **Tire Pressure Monitoring System** (page 235).
Tire Pressure Sensor Fault	-	Displays when a tire pressure sensor is malfunctioning, or your spare tire is in use. Refer to the relevant chapter for information on how the system operates under these conditions. See **Tire Pressure Monitoring System** (page 235). If the warning stays on or continues to come on, see an authorized dealer as soon as possible.

DEP POWER E-PROCESS

Traction Control

Message	Message Indicator	Action
Traction control off	-	Displays when you switch the traction control system off. See **Using Traction Control** (page 131).

DEP DEALER E-PROCESS

PRINCIPLE OF OPERATION

Outside Air

Keep the air intakes in front of the windshield free from obstruction (such as snow or leaves) to allow the climate control system to function effectively.

Recirculated Air

WARNING

Prolonged use of recirculated air may cause the windows to mist up. If the windows mist up, follow the settings for demisting the windshield.

The air currently in the passenger compartment recirculates. Outside air does not enter your vehicle.

Heating

Heating performance depends on the temperature of the engine coolant.

General Information on Controlling the Interior Climate

Fully close all the windows.

Warming the Interior

Direct the air toward your feet. In cold or humid weather conditions, direct some of the air toward the windshield and the door windows.

Cooling the Interior

Direct the air toward your face.

Air Conditioning

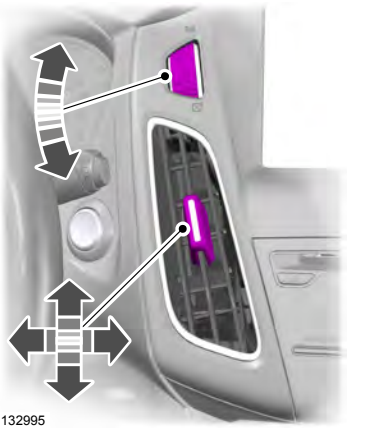
The system directs air through the evaporator for cooling. The evaporator extracts humidity from the air to help keep the windows free of mist. The system directs the resulting condensation to the outside of your vehicle, which may cause a small pool to form under your vehicle. This is normal.

Note: *The air conditioning operates only when the temperature is above 39°F (4°C).*

Note: *When you use air conditioning, your vehicle uses more fuel.*

AIR VENTS

Center Air Vents

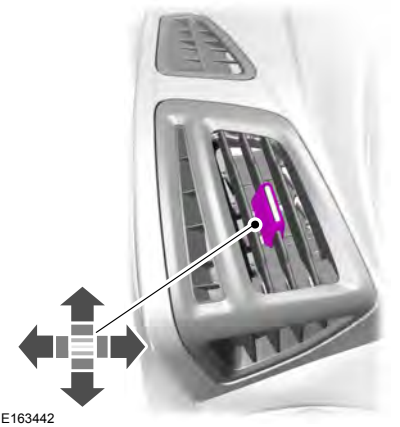


E132995

To close the air vent, turn the thumbwheel above the vent fully downward.

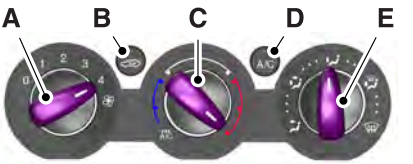
DEP DEARBORN ENGINEER E-PROCESS

Side Air Vents


E163442

To close the air vent, slide the airflow direction control fully downward.

MANUAL CLIMATE CONTROL



E189389

A **Fan speed control:** Controls the volume of air circulated in your vehicle. Adjust to select the desired fan speed.

B **Recirculated air:** Press the button to switch between outside air and recirculated air. When you select recirculated air, the button illuminates and the air currently in the passenger compartment recirculates. This can reduce the time needed to cool the interior and reduce unwanted odors from entering your vehicle.

C **Temperature control:** Controls the temperature of the air circulated in your vehicle. Adjust to select the desired temperature. If you select **MAX A/C**, the system distributes recirculated air through the instrument panel air vents. This mode is more economical and efficient than normal air conditioning.

DEP DEALER E-PROCESS

D **A/C:** Press the button to switch the air conditioning on or off. Air conditioning cools your vehicle using outside air. To improve the time to reach a comfortable temperature in hot weather, drive with the windows open until you feel cold air through the air vents.

E **Air distribution control:** Adjust the control to turn airflow from the windshield, instrument panel, or footwell vents on or off. You can distribute air through any combination of these vents.

Select to distribute air through the instrument panel air vents.

Select to distribute air through the instrument panel and footwell air vents.

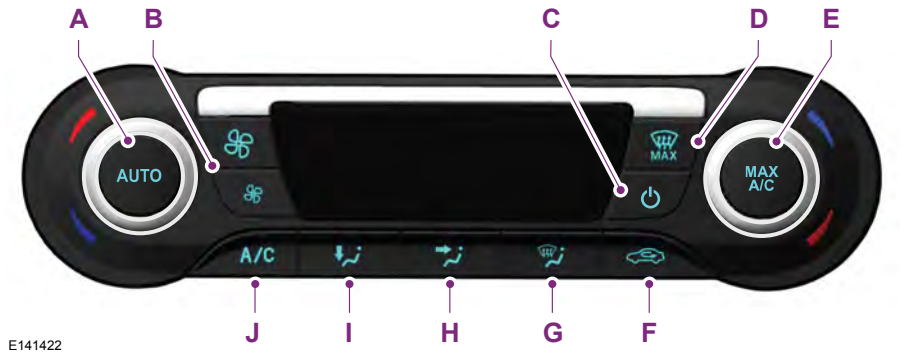
Select to distribute air through the footwell air vents.

Select to distribute air through the windshield and footwell air vents.

Select to distribute air through the windshield air vents. You can also use this setting to defog and clear the windshield of a thin covering of ice. You can also increase the temperature and fan speed to improve clearing.

When the temperature is above 4ºC (39ºF), the air conditioning will switch on automatically. Make sure that the blower is on. The indicator in the switch will illuminate during defrosting and demisting.

AUTOMATIC CLIMATE CONTROL



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A **AUTO:** Press the button to select automatic operation. The system automatically controls the temperature, amount and distribution of the airflow to reach and maintain your previously selected temperature.

B **Fan speed:** Controls the volume of air circulated in your vehicle. Press the buttons to select the desired fan speed. The setting is shown in the display.

C **On and off button:** Press the button to switch the system on and off.

D **MAX Defrost:** Press the button to distribute outside air through the windshield air vents. Air conditioning is automatically selected. The fan is set to the highest speed and the temperature to HI. When the air distribution is set in this position you are unable to select recirculated air or manually adjust the temperature control. Press the **AUTO** button to return to auto mode.

E **MAX A/C:** Press the button to distribute maximum air conditioning through the instrument panel air vents. This mode is more economical and efficient than normal air conditioning.

F **Recirculated air:** Press the button to switch between outside air and recirculated air. The air currently in the passenger compartment recirculates. This can reduce the time needed to cool the interior and reduce unwanted odors from entering your vehicle.

G **Defrost:** Press the button to distribute air through the windshield air vents. You can also use this setting to defog and clear the windshield of a thin covering of ice.

H **Instrument panel:** Press the button to distribute air through the instrument panel air vents.

I **Footwell:** Press the button to distribute air through the footwell air vents.

J **Air conditioning:** Press the button to switch the air conditioning on or off. Air conditioning cools your vehicle using outside air. To improve air conditioning when starting your vehicle, drive with the windows slightly open for two to three minutes.

Temperature Control

E133115

You can set the temperature between 60ºF (15.5ºC) and 85ºF (29.5ºC). In position LO, the system switches to permanent cooling. In position HI, the system switches to permanent heating.

Note: *If you select either position LO or HI, the system does not regulate a stable temperature.*

DEP DEALER E-PROCESS

Mono Mode

In this mode, the temperature settings for both the driver side and passenger side are linked. If you adjust the setting using the rotary control on the driver side, the system adjusts the temperature to the same setting on the passenger side.

Switching Mono Mode Off

Select a temperature for the passenger side using the rotary control on the passenger side. Mono mode automatically switches off. The temperature on the driver side remains unchanged. You can now adjust the driver side and passenger side temperatures independently. The temperature settings for each side are shown in the display.

Switching Mono Mode Back On

Press and hold the **AUTO** button. The passenger side temperature is adjusted to the driver side temperature setting.

HINTS ON CONTROLLING THE INTERIOR CLIMATE

General Hints

Note: *Prolonged use of recirculated air may cause the windows to fog up.*

Note: *A small amount of air may be felt from the footwell air vents regardless of the air distribution setting.*

Note: *To reduce humidity build-up inside your vehicle, do not drive with the system switched off or with recirculated air always switched on.*

Note: *Do not place objects under the front seats as this may interfere with the airflow to the rear seats.*

Note: *Keep the air intakes in front of the windshield free from obstruction (such as snow or leaves) to allow the climate control system to function effectively.*

Note: *To reduce fogging of the windshield during humid weather, adjust the air distribution control to the windshield air vents position. Increase the temperature and fan speed and press the A/C button to improve clearing, if required.*

Heating the Interior Quickly

- Adjust the fan speed to the highest speed setting.
- Adjust the temperature control to the highest setting.
- Adjust the air distribution control to the footwell air vents position.

Recommended Settings for Heating

- Adjust the fan speed to the second speed setting.
- Adjust the temperature control to the midway point of the hot settings.
- Adjust the air distribution control to the footwell and windshield air vents position.

Cooling the Interior Quickly

- Adjust the fan speed to the highest speed setting.
- Adjust the temperature control to the **MAX A/C** position.
- Adjust the air distribution control to the instrument panel air vents position.

DEP POWER E-PROCESS

Recommended Settings for Cooling

- Adjust the fan speed to the second speed setting.
- Adjust the temperature control to the midway point of the cold settings.
- Adjust the air distribution control to the instrument panel air vents position.

Vehicle Stationary for Extended Periods During Extreme High Ambient Temperatures

- Apply the parking brake.
- Move the transmission selector lever to position **P** or neutral.
- Adjust the temperature control to the **MAX A/C** position.
- Adjust the fan speed to the lowest speed setting.

Side Window Defogging in Cold Weather

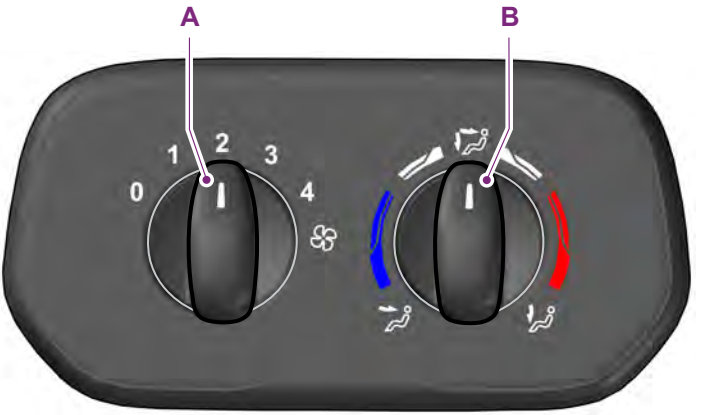
- Adjust the air distribution control to the instrument panel and windshield air vents positions.
- Press the **A/C** button.
- Adjust the temperature control to the desired setting.
- Adjust the fan speed to the highest setting.
- Direct the instrument panel side air vents toward the side windows.
- Close the instrument panel vents.

Maximum Cooling Performance in Instrument Panel or Instrument Panel and Footwell Positions

- Adjust the temperature control to the lowest setting.
- Press the **A/C** and recirculated air buttons.
- Adjust the fan speed to the highest setting initially and then adjust it to suit the desired comfort level.

DEP DEALER E-PROCESS

REAR PASSENGER CLIMATE CONTROLS



E175829

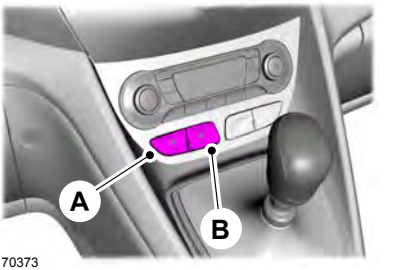
A **Fan speed control:** Controls the volume of air circulated in your vehicle. Adjust to select the desired fan speed or switch off.

B **Temperature and air distribution control:** Controls the temperature of the air circulated in your vehicle. Adjust to select the desired temperature and distribution. Cool air distributes through the top air vents and warm air distributes through the footwell air vents.

Note: *Switch the air conditioning on to cool the air through the rear air vents.*

HEATED WINDOWS AND MIRRORS

Note: *Make sure the engine is running before operating the heated windows.*



E170373

A Heated windshield

B Heated rear window or Heated exterior mirrors

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Heated Windshield

Press the button to clear the heated windshield of thin ice and fog. Press the button again to switch it off. It will turn off automatically after a short period of time.

Heated Rear Window

Press the button to clear the heated rear window of thin ice and fog. Press the button again to switch it off. It will turn off automatically after a short period of time.

Note: *Do not use razor blades or other sharp objects to clean the inside of the heated rear window. Do not use razor blades or other sharp objects to remove decals from the inside of the heated rear window. The vehicle warranty does not cover damage caused to the heated rear window grid lines.*

Heated Exterior Mirrors (If Equipped)

Press the button to clear the heated exterior mirrors of thin ice and fog. They will turn off automatically after a short period of time.

Note: *On vehicles without a heated exterior mirror switch, they will turn on automatically when you switch the heated rear window on.*

Note: *On vehicles without a heated rear window, the heated rear window button will turn on the heated mirrors.*

Note: *Do not remove ice from the mirror glass with a scraper. Do not adjust a frozen in place mirror glass. This may cause damage to the mirror glass or the heated exterior mirror assembly.*

Note: *Cleaning your windows and mirrors. See* ***Vehicle Care*** *(page 211).*

CABIN AIR FILTER

Your vehicle is equipped with a cabin air filter. It is located behind the center console.

If your vehicle has rear climate control. The cabin air filter is under the driver seat.

The particulate filtration system reduces the concentration of airborne particles such as dust, spores and pollen in the air supplied to the interior of your vehicle.

Note: *Make sure you have a cabin air filter installed at all times. This prevents foreign objects from entering the system. Running the system without a filter in place could result in degradation or damage to the system.*

The particulate filtration system gives you and your passengers the following benefits:

- It improves your driving comfort by reducing particle concentration.
- It improves the interior compartment cleanliness.
- It protects the climate control components from particle deposits.

Replace the filter element at regular intervals. See **Replacement Parts Recommendation** (page 11).

For additional cabin air filter information, or to replace the filter element, see an authorized dealer.

DEP DEALER E-PROCESS

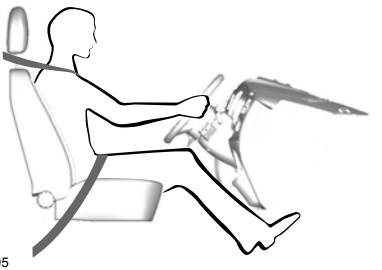
SITTING IN THE CORRECT POSITION

WARNINGS

Do not recline the seat backrest too far as this can cause the occupant to slide under the safety belt, resulting in serious injury in the event of a crash.

Sitting improperly, out of position or with the seat backrest reclined too far, can result in serious injury or death in the event of a crash. Always sit upright against your seat backrest, with your feet on the floor.

Do not place objects higher than the seat backrest to reduce the risk of serious injury in the event of a crash or during heavy braking.



E68595

When you use them properly, the seat, head restraint, safety belt and airbags will provide optimum protection in the event of a crash.

We recommend that you follow these guidelines:

- Sit in an upright position with the base of your spine as far back as possible.
- Do not recline the seat backrest more than 30 degrees.
- Adjust the head restraint so that the top of it is level with the top of your head and as far forward as possible. Make sure that you remain comfortable.
- Keep sufficient distance between yourself and the steering wheel. We recommend a minimum of 10 inches (25 centimeters) between your breastbone and the airbag cover.
- Hold the steering wheel with your arms slightly bent.
- Bend your legs slightly so that you can press the pedals fully.
- Position the shoulder strap of the safety belt over the center of your shoulder and position the lap strap tightly across your hips.

Make sure that your driving position is comfortable and that you can maintain full control of your vehicle.

HEAD RESTRAINTS

WARNINGS

Adjust the head restraints for all passengers before you drive your vehicle. This will help minimize the risk of neck injury in the event of a crash. Do not adjust the head restraints when your vehicle is moving.

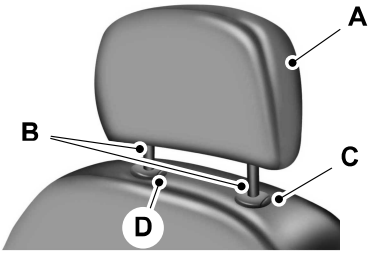
The head restraint is a safety device. Whenever possible it should be installed and properly adjusted when the seat is occupied. An improperly adjusted head restraint may not adequately protect an occupant during an impact from the rear.

Install the head restraint properly to help minimize the risk of neck injury in the event of a crash.

DEP POWER E-PROCESS

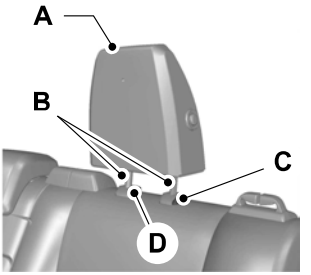
Note: *Adjust the seat backrest to an upright driving position before adjusting the head restraint. Adjust the head restraint so that the top of it is level with the top of your head and as far forward as possible. Make sure that you remain comfortable. If you are extremely tall, adjust the head restraint to its highest position.*

Front Seat Head Restraint



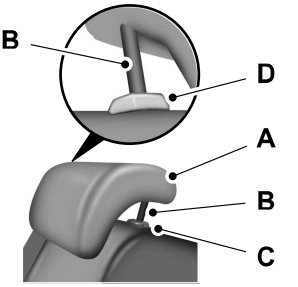
E138642

2nd Row Outboard Head Restraints



E170880

2nd Row Center Head Restraint and 3rd Row Head Restraints



E138645

The head restraints consist of:

A	Energy absorbing head restraint.
B	Steel stems.
C	Guide sleeve adjust and unlock button.
D	Guide sleeve unlock and remove button.

Adjusting the Head Restraint

Raising the Head Restraint

Pull the head restraint up.

Lowering the Head Restraint

1. Press and hold button C.
2. Push the head restraint down.

Removing the Head Restraint

1. Pull the head restraint up until it reaches its highest position.
2. Press and hold buttons C and D.
3. Pull the head restraint up.

Installing the Head Restraint

Align the steel stems into the guide sleeves and push the head restraint down until it locks.

DEP DEALER E-PROCESS

Tilting Head Restraints (If Equipped)

The head restraints may have a tilting feature for extra comfort. To tilt the head restraint, do the following:

E144727

1. Adjust the seat backrest to an upright driving or riding position.
2. Pivot the head restraint forward toward your head to the desired position.

After the head restraint reaches the forward-most tilt position, pivot it forward again to release it to the rearward, un-tilted position.

MANUAL SEATS

WARNINGS

Do not adjust the driver seat or seatback when your vehicle is moving. Failure to follow this warning could result in serious personal injury or death.

Do not place cargo or any objects behind the seatback before returning it to the original position. Pull on the seatback to make sure that it has fully latched after returning the seatback to its original position. An unlatched seat may become dangerous if you stop suddenly or have a crash.

Moving the Seat Backward and Forward

WARNING

Rock the seat backward and forward after releasing the lever to make sure that it is fully engaged in its catch. An unlatched seat can be dangerous in a crash and could result in serious personal injury or death.

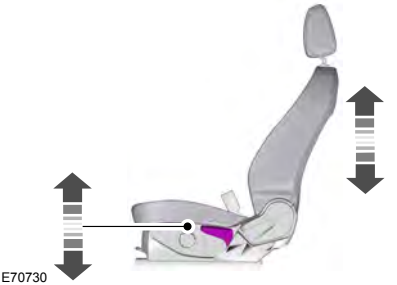
E130249

Adjusting the Lumbar Support (If Equipped)

E142199

Transcribed by DEP E-PROCESS

Adjusting the Height of the Driver Seat (If Equipped)


E70730

Recline Adjustment (If Equipped)

E189283

Folding the Seatback

WARNINGS

When folding the seatback down, take care not to get your fingers caught between the seatback and seat frame. Failure to follow this warning could result in serious personal injury.

WARNINGS

Do not sit behind a seat that you fold forward. This can increase the risk of serious personal injury in a crash.

E167549

1. Lift the lever.
2. Fold the seatback forward.

POWER SEATS

WARNINGS

Do not adjust the driver's seat or seatback when your vehicle is moving.

Do not place cargo or any objects behind the seatback before returning it to the original position.

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E167101

REAR SEATS

WARNINGS

Do not use the bench seats as a bed when your vehicle is moving. Failure to follow this warning could result in serious personal injury or death.

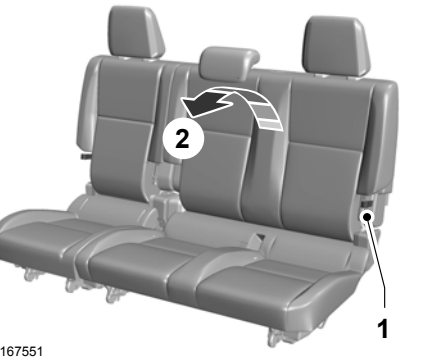
When folding or unfolding the seats take care not to get your fingers caught between the seatback and seat frame. Failure to follow this warning could result in serious personal injury.

Do not place objects on a folded seat. Hard objects may become projectiles in a crash or sudden stop, which may increase the risk of serious personal injury.

Note: *Fully lower the head restraint when folding the seats. See* ***Head Restraints*** *(page 103).*

Vehicles With Five Seats

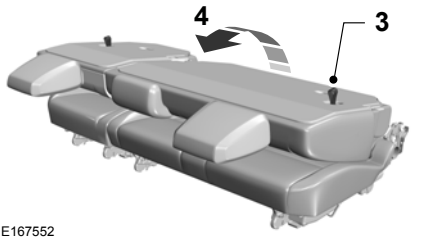
Folding the Seat Forward



E167551

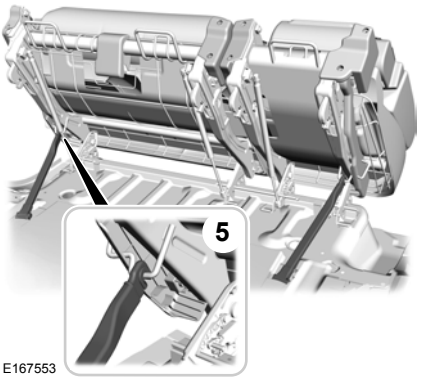
1. Pull the strap on the side of the seatback.
2. Fold the seatback forward.

DEP DEARBORN ENGINEER E-PROCESS



E167552

3. Pull the strap on the rear of the seatback.
4. Raise the seat.



E167553

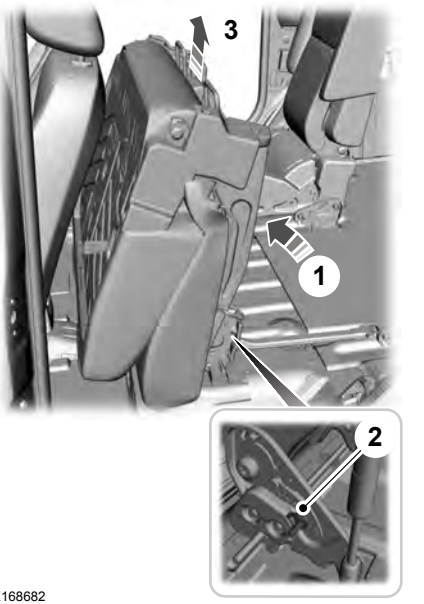
5. Lift the support rod and connect it to the seat frame. This prevents the seat from falling backward.

Note: *Rear row occupants can sit next to a seat in the same row that has the seatback in the folded position, but not when the seat is in the tilted position.*

Unfolding the Seat

1. Disconnect the support rod from the seat frame.
2. Unfold the seat backward and lock into position.
3. Unfold the seat back backward and lock into position.

Removing the Seats



E168682

1. Raise the seat.
2. Rotate the locking lever.
3. Remove the seat.

Refitting the Seat

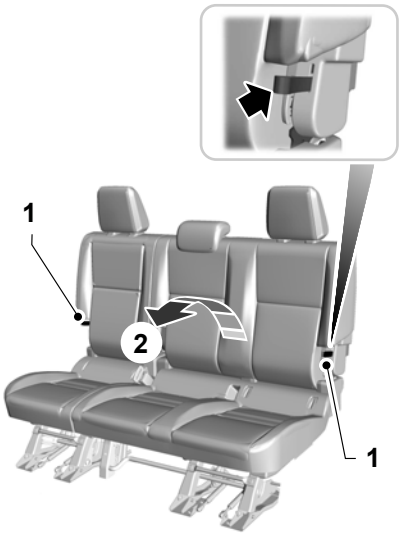
1. Align the seat catches, push the seat down and lock into position.
2. Unfold the seat backward and lock into position.
3. Unfold the seat back backward and lock into position.

DEP DEALER E-PROCESS

Vehicles With Seven Seats

Second Row Seats

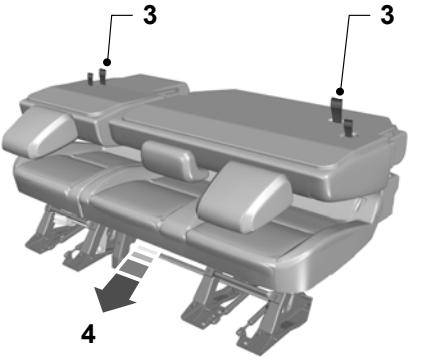
Folding the Seat Flat



E167554

Note: *Fully lower the head restraint when folding the seats. See* ***Head Restraints*** *(page 103).*

1. Pull the strap on the side of the seatback.
2. Fold the seatback forward, then push down on the center of the seatback to lock the latches.



E167555

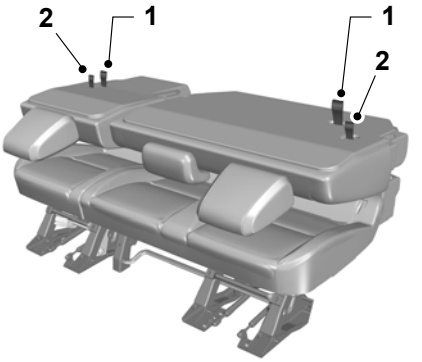
3. Pull the large strap on the rear of the seatback.
4. Move the seat forward to the lowered position, then push down on the center of the seatback to lock the latches.

Note: *A distinct click will be heard when the seat is locked in the lowered position.*

Note: *Rear row occupants can sit next to a seat in the same row that has the seatback in the folded position, but not when the seat is in the tilted position.*

DEP DEARBORN ENGINEER E-PROCESS

Unfolding the Seat



E169637

1. Pull the large strap on the rear of the seatback, lift the seat and push down to lock into position.
2. Pull the short strap on the rear of the seatback, unfold the seat back backward and lock into position. Push down in the center of the seat to make sure the latches are locked.

Note: *You cannot unfold the seat backrest if a red flag is visible on the large strap. Make sure the seat is locked and the red flag is not visible.*

Third Row Seats

Moving the Seat Backward and Forward

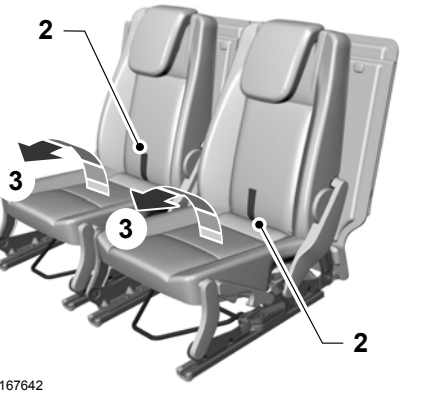
WARNING

Rock the seat backward and forward after releasing the lever to make sure that it is locked into position. A seat that it is not locked into position can be dangerous in a crash and could cause serious personal injury or death.

E167640

Folding the Seat Flat

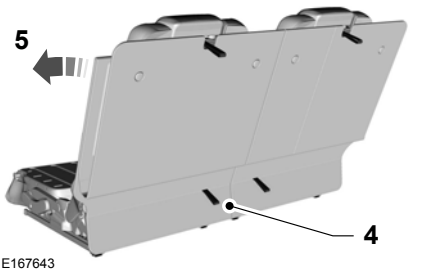
1. Move the seat fully backward.



E167642

2. Pull the strap on the rear of the seat cushion.
3. Fold the seat cushion forward.

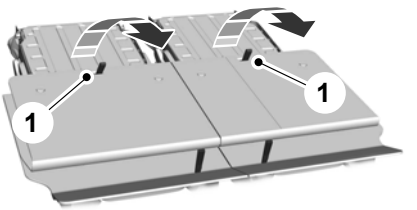
DEP DEALER E-PROCESS



E167643

4. Pull the strap on the rear of the seatback.
5. Fold the seatback forward.

Unfolding the Seat



E167644

1. Pull the strap on the rear of the seatback.
2. Unfold the seat back backward and lock into position.
3. Unfold the seat cushion backward and lock into position.

Creating a Level Load Floor

E167645

The carpeted cover is held in position by magnets. Fold the carpeted cover forward to cover up the folded seats.

HEATED SEATS

WARNING

People who are unable to feel pain to their skin because of advanced age, chronic illness, diabetes, spinal cord injury, medication, alcohol use, exhaustion or other physical conditions, must exercise care when using the heated seat. The heated seat may cause burns even at low temperatures, especially if used for long periods of time. Do not place anything on the seat that insulates against heat, such as a blanket or cushion. This may cause the heated seat to overheat. Do not puncture the seat with pins, needles or other pointed objects. This may damage the heating element which may cause the heated seat to overheat. An overheated seat may cause serious personal injury.

DEP DEARBORN ENGINEER E-PROCESS

Do not do the following:

- Place heavy objects on the seat.
- Operate the heated seat if water or any other liquid is spilled on the seat. Allow the seat to dry thoroughly.
- Operate the heated seats unless the engine is running. Doing so can cause the battery to lose charge.

E168588

Adjust the control to the desired heat setting.

REAR SEAT ARMREST

E165004

Fold the armrest down to use the armrest and cup holder.

DEP DEALER E-PROCESS

12 Volt DC Power Point

WARNINGS

Do not use the power point for operating a cigar lighter element, this can result in fire or serious injury.

Do not insert objects other than an accessory plug into the power point, this can result in fire or serious injury.

Run the engine for full capacity use of the power point.

Auxiliary power points may be found at the:

- Front of the floor console.
- Rear of the floor console.
- Right hand side of the luggage compartment.

To prevent the battery from running out of charge:

- Do not use the power point longer than necessary when the engine is not running.
- Do not leave devices plugged in overnight or when your vehicle is parked for extended periods.

Note: *When you switch the ignition on you can use the power point to power 12 volt appliances with a maximum current rating of 20 amps.*

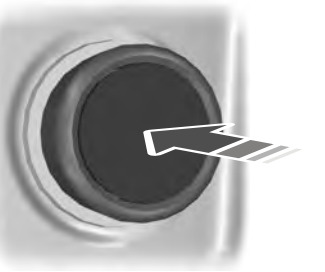
Note: *Do not hang any type of accessory or accessory bracket from an accessory plug.*

Note: *Do not use the power point over the vehicle capacity of 12 volt DC 180 watt or a fuse may blow.*

Note: *Incorrect use of the power point can cause damage not covered by the vehicle warranty.*

Note: *Always keep the power point caps closed when not in use.*

CIGAR LIGHTER



E103382

Press the element in to use the cigar lighter. It will pop out automatically.

Note: *Do not hold the cigar lighter element pressed in.*

DEP DEARBORN ENGINEERING E-PROCESS

CUP HOLDERS

WARNINGS

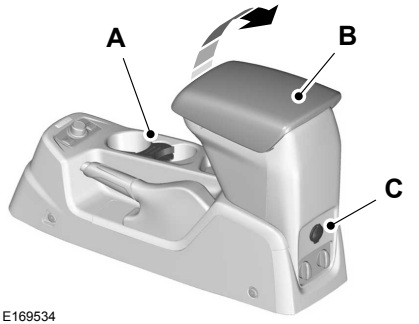
Do not place hot drinks in the cup holders when your vehicle is moving.

Make sure that cups placed in the holders do not obstruct your vision while driving.

CENTER CONSOLE

Stow items in the cupholder carefully as items may become loose during hard braking, acceleration or collisions, including hot drinks which may spill.

Available console features include:



E169534

A Cupholder

B Storage compartment with auxiliary input jack and USB port

C Auxiliary power point

OVERHEAD CONSOLE

WARNING

Do not place heavy objects in the storage compartment. Heavy objects may become projectiles in a crash or sudden stop, which may increase the risk of serious injury.

E175398

Rear Door Storage Compartment

(If Equipped)

E188482

DEP DEALER E-PROCESS

GENERAL INFORMATION

WARNINGS

Extended idling at high engine speeds can produce very high temperatures in the engine and exhaust system, creating the risk of fire or other damage.

Do not park, idle or drive your vehicle on dry grass or other dry ground cover. The emission system heats up the engine compartment and exhaust system, creating the risk of fire.

Do not start the engine in a closed garage or in other enclosed areas. Exhaust fumes can be toxic. Always open the garage door before you start the engine.

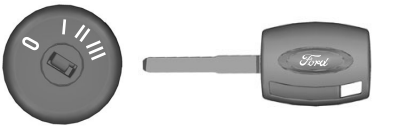
If you smell exhaust fumes inside your vehicle, have your vehicle checked by an authorized dealer immediately. Do not drive your vehicle if you smell exhaust fumes.

If you disconnect the battery, your vehicle may exhibit some unusual driving characteristics for approximately 5 miles (8 kilometers) after you reconnect it. This is because the engine management system must realign itself with the engine. You can disregard any unusual driving characteristics during this period.

The powertrain control system meets all Canadian interference-causing equipment standard requirements regulating the impulse electrical field or radio noise.

When you start the engine, avoid pressing the accelerator pedal before and during operation. Only use the accelerator pedal when you have difficulty starting the engine.

IGNITION SWITCH



E72128

0 (off) - The ignition is off.

Note: *When you switch the ignition off and leave your vehicle, do not leave your key in the ignition. This could cause your vehicle battery to lose charge.*

Note: *To switch the engine off when your vehicle is moving, move the transmission selector lever to position **N.** Use the brakes to bring the vehicle to a safe stop. After your vehicle has stopped, switch the engine off and move the transmission selector lever to position **P.** Turn the key to position **0** or **I.***

I (accessory) - Allows the electrical accessories such as the radio to operate while the engine is not running.

Note: *Do not leave the ignition key in this position for too long. This could cause your vehicle battery to lose charge.*

II (on) - All electrical circuits operational. Warning lamps and indicators are illuminated.

III (start) - cranks the engine. Release the key as soon as the engine starts.

STEERING WHEEL LOCK

WARNING

Always check that the steering is unlocked before attempting to move your vehicle.

DEP DIGITAL ENGINEER E-PROCESS

To lock the steering wheel:

1. Remove the key from the ignition switch.
2. Rotate the steering wheel slightly to engage the lock.

To unlock the steering wheel:

1. Insert the key in the ignition switch.
2. Turn the key to position **I**.

Note: *You may need to rotate the steering wheel slightly to assist unlocking if there is a steering wheel load applied.*

STARTING A GASOLINE ENGINE

Before starting the engine check the following:

- Make sure all occupants have fastened their safety belts.
- Make sure the headlamps and electrical accessories are off.
- Make sure the parking brake is on.
- Make sure the transmission is in park (P).

When you start the engine, the idle speed increases, this helps to warm up the engine. If the engine idle speed does not slow down automatically, have your vehicle checked by an authorized dealer.

Note: *Do not touch the accelerator pedal.*

1. Fully press the brake pedal.
2. Turn the ignition key to position **II** to switch the ignition on.
3. Turn the ignition key to position **III** to start your vehicle. Release the key when the engine starts.

Note: *You can only operate the starter for a limited period of time, for example 10 seconds. The number of start attempts is limited to approximately six. If you exceed this limit, the system will not allow you to try again until a period of time has elapsed, for example 30 minutes.*

Engine Idle Speed after Starting

The speed at which the engine idles immediately after starting will adjust automatically to minimize vehicle emissions and maximize cabin comfort and fuel economy.

The idle speed will vary depending on certain factors. These include vehicle component and ambient temperatures as well as electrical and climate system demands.

Cold or Hot Engine

If the engine does not start within 10 seconds, wait for a short period and try again.

If the engine does not start after three attempts, wait 10 seconds and follow the flooded engine procedure.

If you have difficulty starting the engine when the temperature is below -13°F (-25°C), press the accelerator pedal to the mid-way point of its travel and try again.

Flooded Engine

1. Move the transmission selector lever to position **P**.
2. Fully depress the accelerator pedal and hold it there.
3. Start the engine.

Note: *If the engine does not start, repeat the cold or hot engine procedure.*

DEP DEALER E-PROCESS

SWITCHING OFF THE ENGINE

Vehicles With a Turbocharger

WARNING

Do not switch the engine off when it is running at high speed. If you do, the turbocharger will continue running after the engine oil pressure has dropped to zero. This will lead to premature turbocharger bearing wear.

Release the accelerator pedal. Wait until the engine has reached idle speed and then switch it off.

ENGINE BLOCK HEATER

WARNINGS

Failure to follow engine block heater instructions could result in property damage or serious personal injury.

Do not use your heater with ungrounded electrical systems or two-pronged adapters. There is a risk of electrical shock.

Note: *The heater is most effective when outdoor temperatures are below 0ºF (-18ºC).*

The heater acts as a starting aid by warming the engine coolant. This allows the climate control system to respond quickly. The equipment includes a heater element (installed in the engine block) and a wire harness. You can connect the system to a grounded 120-volt AC electrical source.

We recommend that you do the following for a safe and correct operation:

- Use a 16-gauge outdoor extension cord that is product certified by Underwriter's Laboratory (UL) or Canadian Standards Association (CSA). This extension cord must be suitable for use outdoors, in cold temperatures, and be clearly marked Suitable for Use with Outdoor Appliances. Do not use an indoor extension cord outdoors. This could result in an electric shock or become a fire hazard.
- Use as short an extension cord as possible.
- Do not use multiple extension cords.
- Make sure that when in operation, the extension cord plug and heater cord plug connections are free and clear of water. This could cause an electric shock or fire.
- Make sure your vehicle is parked in a clean area, clear of combustibles.
- Make sure the heater, heater cord and extension cord are firmly connected.
- Check for heat anywhere in the electrical hookup once the system has been operating for approximately 30 minutes.
- Make sure the system is unplugged and properly stowed before starting and driving your vehicle. Make sure the protective cover seals the prongs of the block heater cord plug when not in use.
- Make sure the heater system is checked for proper operation before winter.

Using the Engine Block Heater

Make sure the receptacle terminals are clean and dry prior to use. Clean them with a dry cloth if necessary.

DEP POWER E-PROCESS

The heater uses 0.4 to 1.0 kilowatt-hours of energy per hour of use. The system does not have a thermostat. It achieves maximum temperature after approximately three hours of operation. Using the heater longer than three hours does not improve system performance and unnecessarily uses electricity.

DEP DEALER E-PROCESS

SAFETY PRECAUTIONS

WARNINGS

Do not overfill the fuel tank. The pressure in an overfilled tank may cause leakage and lead to fuel spray and fire.

The fuel system may be under pressure. If you hear a hissing sound near the fuel filler door (Easy Fuel capless fuel system), do not refuel until the sound stops. Otherwise, fuel may spray out, which could cause serious personal injury.

Automotive fuels can cause serious injury or death if misused or mishandled.

Flow of fuel through a fuel pump nozzle can produce static electricity. This can cause a fire if you are filling an ungrounded fuel container.

Fuel ethanol and gasoline may contain benzene, which is a cancer-causing agent.

When refueling always shut the engine off and never allow sparks or open flames near the filler neck. Never smoke or use a cell phone while refueling. Fuel vapor is extremely hazardous under certain conditions. Avoid inhaling excess fumes.

Observe the following guidelines when handling automotive fuel:

- Extinguish all smoking materials and any open flames before refueling your vehicle.
- Always turn off the vehicle before refueling.
- Automotive fuels can be harmful or fatal if swallowed. Fuel such as gasoline is highly toxic and if swallowed can cause death or permanent injury. If fuel is swallowed, call a physician immediately, even if no symptoms are immediately apparent. The toxic effects of fuel may not be visible for hours.
- Avoid inhaling fuel vapors. Inhaling too much fuel vapor of any kind can lead to eye and respiratory tract irritation. In severe cases, excessive or prolonged breathing of fuel vapor can cause serious illness and permanent injury.
- Avoid getting fuel liquid in your eyes. If fuel is splashed in the eyes, remove contact lenses (if worn), flush with water for 15 minutes and seek medical attention. Failure to seek proper medical attention could lead to permanent injury.
- Fuels can also be harmful if absorbed through the skin. If fuel is splashed on the skin, clothing or both, promptly remove contaminated clothing and wash skin thoroughly with soap and water. Repeated or prolonged skin contact with fuel liquid or vapor causes skin irritation.
- Be particularly careful if you are taking “Antabuse” or other forms of disulfiram for the treatment of alcoholism. Breathing gasoline vapors, or skin contact could cause an adverse reaction. In sensitive individuals, serious personal injury or sickness may result. If fuel is splashed on the skin, promptly wash skin thoroughly with soap and water. Consult a physician immediately if you experience an adverse reaction.

DEP POWER E-PROCESS

FUEL QUALITY

Note: *Use of any fuel other than those recommended may cause vehicle damage, a loss of vehicle performance and repairs may not be covered under warranty.*

Choosing the Right Fuel

Use only UNLEADED fuel or UNLEADED fuel blended with a maximum of 15% ethanol. Do not use fuel ethanol (E85), diesel fuel, fuel-methanol, leaded fuel or any other fuel because it could damage or impair the emission control system.

Your vehicle was not designed to use fuel or fuel additives with metallic compounds, including manganese-based additives. The use of leaded fuel is prohibited by law.

Octane Recommendations

2.5L engine

Regular unleaded gasoline with a pump (R+M)/2 octane rating of 87 is recommended. Some fuel stations offer fuels posted as regular with an octane rating below 87, particularly in high altitude areas. Fuels with octane levels below 87 are not recommended.

1.6L EcoBoost® engines

Regular unleaded gasoline with a pump (R+M)/2 octane rating of 87 is recommended. Some stations offer fuels posted as "Regular" with an octane rating below 87, particularly in high altitude areas. Fuels with octane levels below 87 are not recommended. Premium fuel will provide improved performance and is recommended for severe duty usage such as trailer tow.

Do not be concerned if your engine sometimes knocks lightly. However, if it knocks heavily while you are using fuel with the recommended octane rating, see your authorized dealer to prevent any engine damage.

RUNNING OUT OF FUEL

Avoid running out of fuel because this situation may have an adverse effect on powertrain components.

If you have run out of fuel:

- You may need to cycle the ignition from off to on several times after refueling to allow the fuel system to pump the fuel from the tank to the engine. On restarting, cranking time will take a few seconds longer than normal. With keyless ignition, just start the engine. Crank time will be longer than usual.
- Normally, adding 1 gallon (3.8 liters) of fuel is enough to restart the engine. If your vehicle is out of fuel and on a steep grade, more than 1 gallon (3.8 liters) may be required.

Refilling With a Portable Fuel Container

WARNINGS

Do not insert the nozzle of portable fuel containers or aftermarket funnels into the capless fuel system. This could damage the fuel system and its seal, and may cause fuel to run onto the ground instead of filling the tank, which could result in serious personal injury.

Do not try to pry open or push open the capless fuel system with foreign objects. This could damage the fuel system and its seal and cause injury to you or others.

DEP DEALER E-PROCESS

Note: *Do not use aftermarket funnels; they will not work with the capless fuel system and can damage it. The included funnel has been specially designed to work safely with your vehicle.*

Use the following guidelines to avoid electrostatic charge build-up when filling an ungrounded fuel container:

- Place approved fuel container on the ground.
- Do not fill a fuel container while it is in the vehicle (including the cargo area).
- Keep the fuel pump nozzle in contact with the fuel container while filling.
- Do not use a device that would hold the fuel pump handle in the fill position.

When filling your vehicle's fuel tank from a portable fuel container, use the funnel included with your vehicle.

E142668

1. Locate the plastic funnel in the glove box.
2. Slowly insert the funnel into the capless fuel system.
3. Fill your vehicle with fuel from the portable fuel container.
4. When done, clean the funnel or properly dispose of it. Extra funnels can be purchased from your authorized dealer if you choose to dispose of the funnel.

REFUELING

WARNINGS

Fuel vapor burns violently and a fuel fire can cause severe injuries.

Read and follow all the instructions on the pump island.

Turn off your engine when you are refueling.

Do not smoke if you are near fuel or refueling your vehicle.

Keep sparks, flames and smoking materials away from fuel.

Stay outside your vehicle and do not leave the fuel pump unattended when refueling your vehicle. This is against the law in some places.

Keep children away from the fuel pump; never let children pump fuel.

Do not use personal electronic devices while refueling.

Use the following guidelines to avoid electrostatic charge build-up when filling an ungrounded fuel container:

- Place approved fuel container on the ground.
- Do not fill a fuel container while it is in the vehicle (including the cargo area).
- Keep the fuel pump nozzle in contact with the fuel container while filling.
- Do not use a device that would hold the fuel pump handle in the fill position.

Transit Connect (CHC) Canada/United States of America, enUSA, First Printing

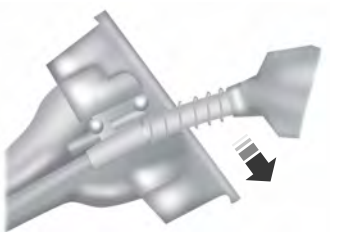
Easy Fuel™ Capless Fuel System

WARNING

The fuel system may be under pressure. If you hear a hissing sound near the fuel filler door, do not refuel until the sound stops. Otherwise, fuel may spray out, which could cause serious personal injury.

When fueling your vehicle:

1. Put the vehicle in **P** (Park) and turn the ignition off.
2. Open the fuel filler door.



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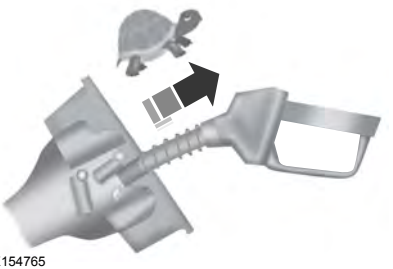
3. Slowly insert the fuel filler nozzle fully into the fuel system, and leave the nozzle fully inserted to open both doors until you are done pumping. Hold handle higher during insertion for easier access.



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4. After you are done pumping fuel, slowly remove the fuel filler nozzle—allow about five to ten seconds after pumping fuel before removing the fuel filler nozzle. This allows residual fuel to drain back into the fuel tank and not spill onto the vehicle.

Note: *A fuel spillage concern may occur if overfilling the fuel tank. Do not overfill the tank to the point that the fuel is able to bypass the fuel filler nozzle. The overfilled fuel may run down the drain located below and in front of the fuel filler door.*

If the fuel fill inlet was not properly closed, a service engine warning lamp may appear on the instrument cluster.

At the next opportunity, do the following:

1. Safely pull off the road.
2. Put the vehicle in **P** (Park) and turn the ignition off.
3. Open the fuel filler door and remove any visible debris from the fuel fill opening.
4. Insert either the fuel fill nozzle or the fuel fill funnel provided with the vehicle several times to allow the inlet to close properly. This will dislodge any debris preventing the inlet from sealing.

If this action corrects the problem, the warning lamp may not reset immediately. It may take several driving cycles for the warning lamp to turn off. A driving cycle consists of an engine start-up (after four or more hours with the engine off) followed by city or highway driving.

DEP DEALER E-PROCESS

FUEL CONSUMPTION

Note: *The amount of usable fuel in the empty reserve varies and should not be relied upon to increase driving range. When refueling your vehicle after the fuel gauge indicates empty, you might not be able to refuel the full amount of the advertised capacity of the fuel tank due to the empty reserve still present in the tank.*

Empty reserve is the amount of fuel remaining in the tank after the fuel gauge indicates empty. Do not rely on this fuel for driving. The usable capacity of the fuel tank is the amount of fuel that can be put into the tank after the gauge indicates empty. The advertised capacity is the total fuel tank size – it is the combined usable capacity plus the empty reserve.

Filling the Tank

For consistent results when filling the fuel tank:

- Turn the ignition off before fueling; an inaccurate reading results if the engine is left running.
- Use the same fill rate (low-medium-high) each time the tank is filled.
- Allow no more than two automatic click-offs when filling.

Results are most accurate when the filling method is consistent.

Calculating Fuel Economy

Do not measure fuel economy during the first 1000 miles (1600 kilometers) of driving (this is your engine's break-in period); a more accurate measurement is obtained after 2000 miles - 3000 miles (3200 kilometers - 4800 kilometers). Also, fuel expense, frequency of fill ups or fuel gauge readings are not accurate ways to measure fuel economy.

1. Fill the fuel tank completely and record the initial odometer reading.
2. Each time you fill the tank, record the amount of fuel added.
3. After at least three to five tank fill ups, fill the fuel tank and record the current odometer reading.
4. Subtract your initial odometer reading from the current odometer reading.
5. Calculate fuel economy by dividing miles traveled by gallons used (For Metric: Multiply liters used by 100, then divide by kilometers traveled).

Keep a record for at least one month and record the type of driving (city or highway). This provides an accurate estimate of the vehicle's fuel economy under current driving conditions. Additionally, keeping records during summer and winter show how temperature impacts fuel economy. In general, lower temperatures mean lower fuel economy.

EMISSION CONTROL SYSTEM

WARNINGS

Do not park, idle, or drive your vehicle in dry grass or other dry ground cover. The emission system heats up the engine compartment and exhaust system, which can start a fire.

Exhaust leaks may result in entry of harmful and potentially lethal fumes into the passenger compartment. If you smell exhaust fumes inside your vehicle, have your dealer inspect your vehicle immediately. Do not drive if you smell exhaust fumes.

DEP POWER E-PROCESS

Your vehicle is equipped with various emission control components and a catalytic converter that will enable your vehicle to comply with applicable exhaust emission standards. To make sure that the catalytic converter and other emission control components continue to work properly:

- Use only the specified fuel listed.
- Avoid running out of fuel.
- Do not turn off the ignition while your vehicle is moving, especially at high speeds.
- Have the items listed in scheduled maintenance information performed according to the specified schedule.

The scheduled maintenance items listed in scheduled maintenance information are essential to the life and performance of your vehicle and to its emissions system.

If you use parts other than Ford, Motorcraft or Ford-authorized parts for maintenance replacements, or for service of components affecting emission control, such non-Ford parts should be the equivalent to genuine Ford Motor Company parts in performance and durability.

Illumination of the service engine soon indicator, charging system warning light or the temperature warning light, fluid leaks, strange odors, smoke or loss of engine power could indicate that the emission control system is not working properly.

An improperly operating or damaged exhaust system may allow exhaust to enter the vehicle. Have a damaged or improperly operating exhaust system inspected and repaired immediately.

Do not make any unauthorized changes to your vehicle or engine. By law, vehicle owners and anyone who manufactures, repairs, services, sells, leases, trades vehicles, or supervises a fleet of vehicles are not permitted to intentionally remove an emission control device or prevent it from working. Information about your vehicle's emission system is on the Vehicle Emission Control Information Decal located on or near the engine. This decal also lists engine displacement

Please consult your warranty information for complete details.

On-Board Diagnostics (OBD-II)

Your vehicle is equipped with an on-board diagnostics system (OBD-II) that monitors the engine's emission control system. This system protects the environment by ensuring that your vehicle continues to meet government emission standards. The OBD-II system also assists your authorized dealer in properly servicing your vehicle.

When the service engine soon indicator illuminates, the OBD-II system has detected a malfunction. Temporary malfunctions may cause the service engine soon indicator to illuminate.

Examples of temporary malfunctions are:

- the vehicle has run out of fuel—the engine may misfire or run poorly
- poor fuel quality or water in the fuel—the engine may misfire or run poorly
- the fuel fill inlet may not have been properly closed See **Refueling** (page 121).
- driving through deep water—the electrical system may be wet.

You can correct these temporary malfunctions by filling the fuel tank with good quality fuel, properly closing the fuel fill inlet or letting the electrical system dry out. After three driving cycles without these or any other temporary malfunctions

DEP DEALER E-PROCESS

present, the service engine soon indicator should stay off the next time you start the engine. A driving cycle consists of a cold engine startup followed by mixed city/highway driving. No additional vehicle service is required.

If the service engine soon indicator remains on, have your vehicle serviced at the first available opportunity. Although some malfunctions detected by the OBD-II may not have symptoms that are apparent, continued driving with the service engine soon indicator on can result in increased emissions, lower fuel economy, reduced engine and transmission smoothness, and lead to more costly repairs.

Readiness for Inspection/Maintenance (I/M) Testing

Some state/provincial and local governments may have Inspection/Maintenance (I/M) programs to inspect the emission control equipment on your vehicle. Failure to pass this inspection could prevent you from getting a vehicle registration.

If the service engine soon indicator is on or the bulb does not work, you may need to have the vehicle serviced. See On-Board Diagnostics (OBD-II).

Your vehicle may not pass the I/M test if the service engine soon indicator is on or not working properly (bulb is burned out), or if the OBD-II system has determined that some of the emission control systems have not been properly checked. In this case, your vehicle is not ready for I/M testing.

If the vehicle's engine or transmission has just been serviced, or the battery has recently run down or been replaced, the OBD-II system may indicate that the vehicle is not ready for I/M testing. To determine if the vehicle is ready for I/M testing, turn the ignition key to the on position for 15 seconds without cranking the engine. If the service engine soon indicator blinks eight times, it means that the vehicle is not ready for I/M testing; if the service engine soon indicator stays on solid, it means that the vehicle is ready for I/M testing.

The OBD-II system monitors the emission control system during normal driving. A complete check may take several days. If the vehicle is not ready for I/M testing, you may need to perform the following driving cycle consisting of mixed city and highway driving:

Drive on an expressway or highway for a steady 15 minutes, followed by 20 minutes of stop-and-go driving with at least four 30-second idle periods.

Allow the vehicle to sit for at least eight hours without starting the engine. Then, start the engine and complete the above driving cycle. The engine must warm up to its normal operating temperature. Once started, do not turn off the engine until the above driving cycle is complete. If the vehicle is still not ready for I/M testing, you will have to repeat the above driving cycle.

DEP POWER E-PROCESS

AUTOMATIC TRANSMISSION

WARNINGS

Always set the parking brake fully and make sure the gearshift is latched in P (Park). Turn the ignition to the off position and remove the key whenever you leave your vehicle.

Do not apply the brake pedal and accelerator pedal simultaneously. Applying both pedals simultaneously for more than three seconds will limit engine rpm, which may result in difficulty maintaining speed in traffic and could lead to serious injury.

Understanding the Positions of Your Automatic Transmission

Putting your vehicle in gear:

1. Fully press down the brake pedal.
2. Press and hold the button on the front of the gearshift lever.
3. Move the gearshift lever into the desired gear.
4. Release the button and your transmission will remain in the selected gear.

E133124

P (Park)

This position locks the transmission and prevents the front wheels from turning. Come to a complete stop before putting your vehicle into and out of P (Park)

R (Reverse)

With the gearshift lever in R (Reverse), the vehicle will move backward. Always come to a complete stop before shifting into and out of R (Reverse).

N (Neutral)

With the gearshift lever in N (Neutral), the vehicle can be started and is free to roll. Hold the brake pedal down while in this position.

D (Drive)

The normal driving position for the best fuel economy. Transmission operates in gears one through six.

S (Sport)

Moving the gearshift lever to S (Sport):

- Provides additional grade (engine) braking and extends lower gear operation to enhance performance for uphill climbs, hilly terrain or mountainous areas. This will increase engine RPM during engine braking.
- Provides additional lower gear operation through the automatic transmission shift strategy.
- Gears are selected more quickly and at higher engine speeds.

SelectShift Automatic® Transmission (If Equipped)

Your SelectShift automatic transmission gives you the ability to manually change gears.

DEP DEALER E-PROCESS

To use SelectShift, move the gearshift lever into S (Sport). Use the +/- buttons on the side of your gearshift lever to manually change gears.

- Press the (+) button to upshift.
- Press the (-) button to downshift.

Note: *After you have assumed manual control with SelectShift your vehicle will remain in this mode until you return the gearshift lever from (S) Sport, back to (D) Drive.*

Upshift to the recommended shift speeds according to the following chart:

Upshifts when accelerating (recommended for best fuel economy)	
Shift from:	
1 - 2	15 mph (24 km/h)
2 - 3	25 mph (40 km/h)
3 - 4	40 mph (64 km/h)
4 - 5	45 mph (72 km/h)
5 - 6	50 mph (80 km/h)

The instrument cluster will display the selected gear that you are currently in and a shift indicator arrow to assist in optimizing shifting.

SelectShift will automatically make some shifts for you in the event that your engine speed is running at too high, or to low an RPM.

Note: *Engine damage may occur if excessive engine revving is held without shifting.*

Brake-Shift Interlock

WARNINGS

Do not drive your vehicle until you verify that the brake lamps are working.

WARNINGS

When doing this procedure, you will be taking the vehicle out of park which means the vehicle can roll freely. To avoid unwanted vehicle movement, always fully set the parking brake prior to doing this procedure. Use wheel chocks if appropriate.

If the parking brake is fully released, but the brake warning lamp remains illuminated, the brakes may not be working properly. See your authorized dealer.

Use the brake shift interlock lever to move the gearshift lever from the park position in the event of an electrical malfunction or if your vehicle has a dead battery.

Apply the parking brake and turn the ignition off before performing this procedure.

1. Insert a screwdriver (or similar tool) between the shifter bezel and the top finish panel.
2. Use the tool to unsnap the shifter bezel from the finish panel.

E142627

3. Locate the white lever located on the left side of the shifter.
4. Using the tool move the white lever towards the rear of the shifter.

DEP DEARBORN ENGINEER E-PROCESS

5. While holding the white lever in the rear position, move the shifter from the park position.
6. Press the shifter bezel back into the top finish panel until it snaps back into position.
7. Apply the brake pedal, start the vehicle and release the parking brake.

Note: *See your authorized dealer as soon as possible if this procedure is used.*

If Your Vehicle Gets Stuck In Mud or Snow

Note: *Do not rock the vehicle if the engine is not at normal operating temperature or damage to the transmission may occur.*

Note: *Do not rock the vehicle for more than a minute or damage to the transmission and tires may occur, or the engine may overheat.*

If your vehicle gets stuck in mud or snow, it may be rocked out by shifting between forward and reverse gears, stopping between shifts in a steady pattern. Press lightly on the accelerator in each gear.

DEP DEALER E-PROCESS

GENERAL INFORMATION

Note: *Occasional brake noise is normal. If a metal-to-metal, continuous grinding or continuous squeal sound is present, the brake linings may be worn-out. Have the system checked by an authorized dealer. If your vehicle has continuous vibration or shudder in the steering wheel while braking, have it checked by an authorized dealer.*

Note: *Brake dust may accumulate on the wheels, even under normal driving conditions. Some dust is inevitable as the brakes wear and does not contribute to brake noise. See* ***Cleaning the Alloy Wheels*** *(page 215).*

See **Warning Lamps and Indicators** (page 80).

Wet brakes result in reduced braking efficiency. Gently press the brake pedal a few times when driving from a car wash or standing water to dry the brakes.

Brake Over Accelerator

In the event the accelerator pedal becomes stuck or entrapped, apply steady and firm pressure to the brake pedal to slow the vehicle and reduce engine power. If you experience this condition, apply the brakes and bring your vehicle to a safe stop. Move the transmission to park (P), switch the engine off and apply the parking brake. Inspect the accelerator pedal for any interference. If none are found and the condition persists, have your vehicle towed to the nearest authorized dealer.

Brake Assist

Brake assist detects when you brake rapidly by measuring the rate at which you press the brake pedal. It provides maximum braking efficiency as long as you press the pedal, and can reduce stopping distances in critical situations.

Anti-lock Brake System

This system helps you maintain steering control during emergency stops by keeping the brakes from locking.

This lamp momentarily illuminates when you turn the ignition on. If the light does not illuminate during start up, remains on or flashes, the system may be disabled. Have the system checked by an authorized dealer. If the anti-lock brake system is disabled, normal braking is still effective.

If the brake warning lamp illuminates when you release the parking brake, have the system checked by an authorized dealer.

HINTS ON DRIVING WITH ANTI-LOCK BRAKES

Note: *When the system is operating, the brake pedal will pulse and may travel further. Maintain pressure on the brake pedal. You may also hear a noise from the system. This is normal.*

The anti-lock braking system will not eliminate the risks when:

- You drive too closely to the vehicle in front of you.
- Your vehicle is hydroplaning.
- You take corners too fast.
- The road surface is poor.

PARKING BRAKE

WARNING

Always set the parking brake fully and leave your vehicle with the transmission selector lever in position **P**.

Transcribed by DEP E-PROCESS
Transit Connect (CHC) Canada/United States of America, enUSA, First Printing

Note: *Do not press the release button while pulling the lever up.*

To apply the parking brake:

1. Press the foot brake pedal firmly.
2. Pull the parking brake lever up to its fullest extent.

Note: *If you park your vehicle on a hill and facing uphill, move the transmission selector lever to position* ***P*** *and turn the steering wheel away from the curb.*

Note: *If you park your vehicle on a hill and facing downhill, move the transmission selector lever to* ***P*** *and turn the steering wheel toward the curb.*

To release the parking brake:

1. Press the brake pedal firmly.
2. Pull the lever up slightly.
3. Press the release button and push the lever down.

HILL START ASSIST

WARNINGS

The system does not replace the parking brake. When you leave your vehicle, always apply the parking brake. Failure to leave your vehicle securely parked may lead to a crash or injury. See **Parking Brake** (page 129).

You must remain in your vehicle once the system activates. Failure to follow this warning could result in serious personal injury or death.

During all times, you are responsible for controlling your vehicle, supervising the system and intervening, if required. Failure to take care may result in the loss of control of your vehicle, serious personal injury or death.

WARNINGS

The system will turn off if a malfunction is apparent or if you rev the engine excessively. Failure to take care may result in the loss of control of your vehicle, serious personal injury or death.

The system makes it easier to pull away when your vehicle is on a slope without the need to use the parking brake.

When the system is active, your vehicle will remain stationary on the slope for two to three seconds after you release the brake pedal. This allows time to move your foot from the brake to the accelerator pedal. The brakes are released automatically once the engine has developed sufficient drive to prevent your vehicle from rolling down the slope. This is an advantage when pulling away on a slope, for example from a car park ramp, traffic lights or when reversing uphill into a parking space.

The system will turn on automatically on any slope which can result in significant vehicle rollback.

Using Hill Start Assist

1. Press the brake pedal to bring your vehicle to a complete standstill. Keep the brake pedal pressed.
2. If the sensors detect that your vehicle is on a slope, the system will activate automatically.
3. When you remove your foot from the brake pedal, your vehicle will remain on the slope without rolling away for approximately two to three seconds. This hold time will automatically be extended if you are in the process of driving off.
4. Drive off in the normal manner. The brakes will be released automatically.

DEP DEALER E-PROCESS

PRINCIPLE OF OPERATION

The traction control system helps avoid drive wheel spin and loss of traction.

If your vehicle begins to slide, the system applies the brakes to individual wheels and, when needed, reduces engine power at the same time. If the wheels spin when accelerating on slippery or loose surfaces, the system reduces engine power in order to increase traction.

USING TRACTION CONTROL

In certain situations for example, stuck in snow or mud, turning the traction control off may be beneficial as this allows the wheels to spin with full engine power. Depending on the type of system you have on your vehicle, you can either turn the system off using the information display or by pressing the button.

Switching the System Off Using the Information Display Controls

(If Equipped)

Your vehicle comes with this feature already enabled. If required, you can switch this feature off using the information display controls. See (page 84).

Switching the System Off Using a Switch (If Equipped)

The button is located in the instrument panel.

Press the button. You will see a message in conjunction with an illuminated icon in the display. Press the button again to return the system to normal mode.

When you switch the traction control system off, stability control remains fully active.

System Indicator Lights and Messages

WARNING

If a failure has been detected within the AdvanceTrac system, the stability control light will illuminate steadily. Verify that the AdvanceTrac system was not manually disabled through the information display. If the stability control light still illuminates steadily, have the system serviced by an authorized dealer immediately. Operating your vehicle with AdvanceTrac disabled could lead to an increased risk of loss of vehicle control, vehicle rollover, personal injury and death.

The stability control light temporarily illuminates on engine start-up and flashes when a driving condition activates the stability system.

The stability control off light temporarily illuminates on engine start-up and stays on when you turn the traction control system off.

When you turn the traction control system off or on, a message appears in the information display showing system status.

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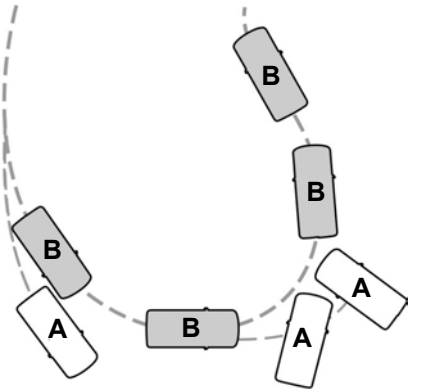
PRINCIPLE OF OPERATION

WARNINGS

Vehicle modifications involving braking system, aftermarket roof racks, suspension, steering system, tire construction and wheel and tire size may change the handling characteristics of your vehicle and may adversely affect the performance of the AdvanceTrac system. In addition, installing any stereo loudspeakers may interfere with and adversely affect the AdvanceTrac system. Install any aftermarket stereo loudspeaker as far as possible from the front center console, the tunnel, and the front seats in order to minimize the risk of interfering with the AdvanceTrac sensors. Reducing the effectiveness of the AdvanceTrac system could lead to an increased risk of loss of vehicle control, vehicle rollover, personal injury and death.

Remember that even advanced technology cannot defy the laws of physics. It's always possible to lose control of a vehicle due to inappropriate driver input for the conditions. Aggressive driving on any road condition can cause you to lose control of your vehicle increasing the risk of personal injury or property damage. Activation of the AdvanceTrac system is an indication that at least some of the tires have exceeded their ability to grip the road; this could reduce the operator's ability to control the vehicle potentially resulting in a loss of vehicle control, vehicle rollover, personal injury and death. If your AdvanceTrac system activates, SLOW DOWN.

The AdvanceTrac with Roll Stability Control system helps you keep control of your vehicle when on a slippery surface. The electronic stability control portion of the system helps avoid skids and lateral slides and roll stability control helps avoid a vehicle rollover. The traction control system helps avoid drive wheel spin and loss of traction. See **Using Traction Control** (page 131).



E72903

A Vehicle without AdvanceTrac with RSC skidding off its intended route.

B Vehicle with AdvanceTrac with RSC maintaining control on a slippery surface.

DEP DEALER E-PROCESS

USING STABILITY CONTROL

AdvanceTrac® with Roll Stability Control™ (RSC®)

The system automatically activates when you start your vehicle. The AdvanceTrac with RSC system cannot be completely turned off, but the electronic stability control and roll stability control portions of the system are disabled when the transmission is in position **R.** You can turn off the traction control portion of the system independently. See **Using Traction Control** (page 131).

DEP DIGITAL E-PROCESS

PRINCIPLE OF OPERATION

WARNINGS

The system does not relieve you of your responsibility to drive with due care and attention.

If your vehicles has a non-Ford approved trailer tow module the system may not correctly detect objects.

The sensors may not detect objects in heavy rain or other conditions that cause disruptive reflections.

The sensors may not detect objects with surfaces that absorb ultrasonic waves.

The system does not detect objects that are moving away from your vehicle. They will only be detected shortly after they start to move toward your vehicle.

Take particular care when reversing with a tow ball arm or a rear fitted accessory. For example, a bicycle carrier. The rear parking aid will only indicate the approximate distance from the rear bumper to an object.

If you use a high pressure spray to wash your vehicle, only spray the sensors briefly from a distance not less than eight inches (20 centimeters).

Note: *If your vehicle has a tow ball arm, the system is turned off automatically when trailer lamps (or lighting boards) are connected to the 13-pin socket through a Ford approved trailer tow module.*

Note: *Keep the sensors free from dirt, ice or snow. Do not clean with sharp objects.*

Note: *The system may emit false alerts if it detects a signal using the same frequency as the sensors or if your vehicle is fully loaded.*

Note: *The outer sensors may detect the side walls of a garage. If the distance between the outer sensors and the side wall remains constant for three seconds, the alert will turn off. As you continue the inner sensors will detect objects directly behind your vehicle.*

PARKING AID

WARNINGS

Sensing is only an aid to detect some objects when moving forward or backward at low speeds. Traffic control systems, inclement weather or an external motor and fan can affect the sensors; this may include reduced performance or false activation. To help avoid personal injury you must read and understand the limitations of the system detailed in this section.

The parking aid system may not prevent contact with small or moving objects that are close to the ground. The parking aid system gives an audible warning when it detects a large object helping to avoid damage to your vehicle. To help avoid personal injury you must take care when using the parking aid system.

Note: *Some add-on equipment can cause reduced performance or false activation. For example, large trailer hitches, bike or surfboard racks.*

Note: *The parking aid system sensors must be kept clean and free from snow or ice to avoid reduced performance or false activation. Do not clean the sensors with sharp objects.*

Note: *If the parking aid sensors are misaligned due to vehicle bumper damage it will cause reduced performance or false activation.*

DEP DEALER E-PROCESS

The parking aid system gives an audible warning and reduces the radio volume when it detects a large object within a limited range of your vehicle's bumpers.

Note: *When the parking aid system no longer detects a large object the radio volume will return to the previous level.*

Rear Sensing System

The rear parking aid sensors turn on automatically when you move the transmission selector lever to **R** (reverse) and your vehicle is moving at a speed of less than 3 mph (5 km/h). Moving your vehicle closer to a large object will increase the audible warning repeat rate. When the object is less than 12 inches (30 centimeters) from the center of your vehicle's rear bumper the audible warning will sound continuously. If the object is more than 12 inches (30 centimeters) from the side of your vehicle's rear bumper the audible warning will sound for three seconds. If the object is less than 12 inches (30 centimeters) from the side of your vehicle's rear bumper the audible warning will sound continuously.

E130178

A The rear parking aid sensor coverage area is up to 72 inches (183 centimeters) from the center of your vehicle's rear bumper. There is a decreased coverage area at the outer corners.

The system detects large objects when you move the transmission selector lever to **R** (reverse):

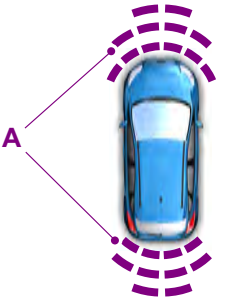
- and your vehicle is moving toward the object at a speed of less than 3 mph (5 km/h)
- and your vehicle is not moving but a moving object is approaching the rear of your vehicle at a speed of less than 3 mph (5 km/h)
- and your vehicle is moving at a speed of less than 3 mph (5 km/h) and a moving object is approaching the rear of your vehicle at a speed of less than 3 mph (5 km/h).

Move the transmission selector lever from **R** (reverse) or press the parking aid button to switch the system off. If a fault is present in the system, a warning message appears in the information display and does not allow you to switch the system on.

DEP PROCESSER E-PROCESS

Front and Rear Sensing System

The front and rear parking aid sensors turn on automatically when you move the transmission selector lever to **R** (reverse), **D** (drive) or **S** (sport) and your vehicle is moving at a speed of less than 7 mph (12 km/h).



E130382

A The front parking aid sensor coverage area is up to 31 inches (80 centimeters) from the center of your vehicle's front bumper and up to 14 inches (35 centimeters) to the side of your vehicle's front bumper. The rear parking aid sensor coverage area is up to 72 inches (183 centimeters) from the center of your vehicle's rear bumper. There is a decreased coverage area at the outer corners.

Audible warnings will sound when large objects are within the sensor coverage areas of either bumper in the following manner:

- You will hear a high-pitched tone from the front audio system speakers when large objects are within the sensor coverage area of your vehicle's front bumper. Moving your vehicle closer to a large object will increase the audible warning repeat rate.
- You will hear a lower-pitched tone from the rear audio system speakers when large objects are within the sensor coverage area of your vehicle's rear bumper. Moving your vehicle closer to a large object will increase the audible warning repeat rate.
- The parking aid system prioritizes audible warnings based on large objects that are the closest to your vehicle's front or rear bumper. For example, if an object is 24 inches (60 centimeters) from your vehicle's front bumper and at the same time, an object is only 16 inches (40 centimeters) from your vehicle's rear bumper, you will hear the lower-pitched tone from the rear audio system speakers.
- You will hear an alternating audible warning from the front and rear audio system speakers if large objects are less than 12 inches (30 centimeters) from your vehicle's front and rear bumpers.
- If the object is more than 12 inches (30 centimeters) from the side of your vehicle's bumper area the audible warning will sound for three seconds. If the object is less than 12 inches (30 centimeters) from the side of your vehicle's bumper area the audible warning will sound continuously.

DEP DEALER E-PROCESS

Move the transmission selector lever from **R** (reverse), **D** (drive), **S** (sport) or move away from large objects as you drive off, or press the parking aid button to switch the system off. If a fault is present in the system, a warning message appears in the information display and does not allow you to switch the system on.

REAR VIEW CAMERA

WARNINGS

The rear view camera system is a reverse aid supplement device that still requires the driver to use it in conjunction with the interior and exterior mirrors for maximum coverage.

The camera may not detect objects that are very close to your vehicle.

Back up as slow as possible since higher speeds might limit your reaction time to stop the vehicle.

Note: *The operation of the camera may vary depending on the ambient temperature, vehicle and road conditions.*

E165580

E165579

The camera is on the rear cargo door or liftgate.

Switching the Rear View Camera On

Switch the ignition and the audio unit on.

Move the transmission selector lever to reverse (R).

The camera may not operate correctly in the following conditions:

- Dark areas.
- Intense light areas.
- If there is a sudden change to the ambient temperature.
- If the camera is wet.
- If the camera is obstructed.

Using the Display

WARNINGS

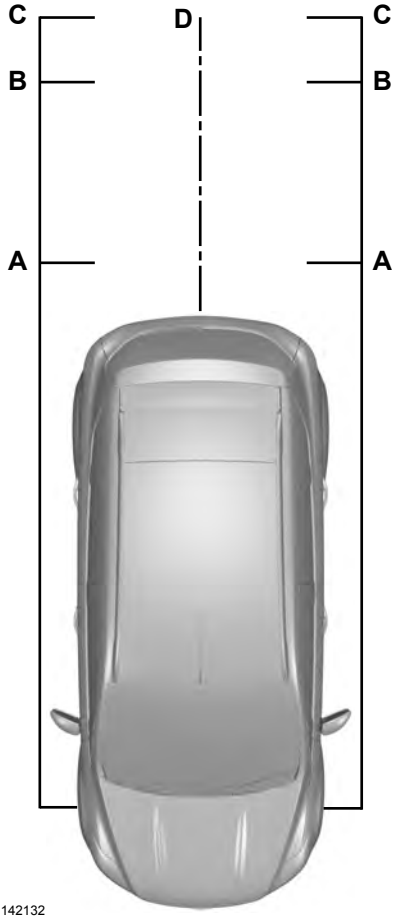
Objects in the display are closer than they appear.

Objects above the camera may not be visible. Check the area behind your vehicle when necessary.

Distance markers are only a guide and are calculated for unloaded vehicles on an even road surface.

DEP DIGITAL ENGINEER E-PROCESS

The lines show a projected vehicle path and the approximate distance from the rear bumper to an object.



E142132

A Red - Zone
B Amber - Zone
C Green - Zone
D Black - center line of the projected vehicle path

Note: *When reversing with a trailer the camera will show the direction of your vehicle and not the direction of the trailer.*

Note: *When reversing with a trailer the screen does not display the lines.*

Switching the Rear View Camera Off

The image does not display when you move the gearshift lever into Park (P).

Vehicles With Rear View Camera Delay

To turn this feature on See **Settings** (page 321).

The display will automatically switch off after disengaging reverse (R) gear.

The system will automatically switch off when your vehicle speed is above 5.0 mph (8 km/h).

Note: *Depending upon which type of multimedia display you have, the rear view camera delay is always on, it cannot be switched off.*

Vehicles With Parking Aid (If Equipped)

The display will show a colored distance bar. This indicates the approximate distance from the rear bumper to an object.

These are color coded as follows:

- Red - Zone
- Amber - Zone
- Green - Zone

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PRINCIPLE OF OPERATION

Cruise control lets you maintain a set speed without keeping your foot on the accelerator pedal. You can use cruise control when your vehicle speed is greater than 20 mph (30 km/h).

USING CRUISE CONTROL

WARNINGS

Do not use cruise control in heavy traffic, on winding roads or when the road surface is slippery. This could result in loss of vehicle control, serious injury or death.

When you are going downhill, your vehicle speed may increase above the set speed. The system will not apply the brakes. Change down a gear to assist the system in maintaining the set speed. Failure to do so could result in loss of vehicle control, serious injury or death.

Note: *Cruise control will disengage if your vehicle speed decreases more than 10 mph (16 km/h) below your set speed while driving uphill.*

E142437

The cruise control switches are located on the steering wheel.

Switching Cruise Control On

Press and release **ON**.

The indicator will display in the instrument cluster.

Setting a Speed

1. Accelerate to the desired speed.
2. Press and release **SET+**.
3. Take your foot off the accelerator pedal.

Changing the Set Speed

- Press and hold **SET+** or **SET-**. Release the control when you reach the desired speed.
- Press and release **SET+** or **SET-**. The set speed will change in approximately 1 mph (2 km/h) increments.
- Press the accelerator or brake pedal until you reach the desired speed. Press and release **SET+**.

Canceling the Set Speed

Pull **CAN** toward you and release, or tap the brake pedal. The system will not erase the set speed.

Resuming the Set Speed

Pull **RES** toward you and release.

Switching Cruise Control Off

Note: *You will erase the set speed if you switch the system off.*

Press and release **OFF** or switch the ignition off.

DEP DEARBORN ENGINEERING E-PROCESS

STEERING

Electric Power Steering

WARNING

The electric power steering system has diagnostic checks that continuously monitor the system. If a fault is detected, a message displays in the information display. Stop your vehicle as soon as it is safe to do so. Switch the ignition off. After at least 10 seconds, switch the ignition on and watch the information display for a steering system warning message. If a steering system warning message returns, have the system checked by an authorized dealer.

Your vehicle has an electric power steering system. There is no fluid reservoir. No maintenance is required.

If your vehicle loses electrical power while you are driving, electric power steering assistance is lost. The steering system still operates and you can steer your vehicle manually. Manually steering your vehicle requires more effort.

Extreme continuous steering may increase the effort required for you to steer your vehicle. This increased effort prevents overheating and permanent damage to the steering system. You do not lose the ability to steer your vehicle manually. Typical steering and driving maneuvers allow the system to cool and return to normal operation.

Steering Tips

If the steering wanders or pulls, check for:

- Correct tire pressures.
- Uneven tire wear.
- Loose or worn suspension components.
- Loose or worn steering components.
- Improper vehicle alignment.

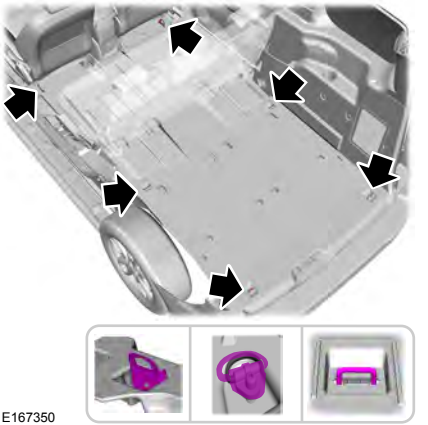
Note: *A high crown in the road or high crosswinds may also make the steering seem to wander or pull.*

Adaptive Learning

The electronic power steering system adaptive learning helps correct road irregularities and improves overall handling and steering feel. It communicates with the brake system to help operate advanced stability control and accident avoidance systems. Additionally, whenever the battery is disconnected or a new battery installed, you must drive your vehicle a short distance before the system relearns the strategy and reactivates all systems.

DEP DEALER E-PROCESS

LUGGAGE ANCHOR POINTS



E167350

Variant	Maximum Load Value
Transit Courier	785 lb (357 kg)
Transit Connect	900 lb (408 kg)

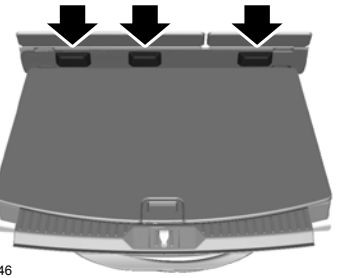
REAR UNDER FLOOR STORAGE

Passenger Compartment Floor (If Equipped)

E78097

The under floor storage compartment is located behind the front passenger seat.

Adjustable Load Floor (If Equipped)



E142446

Vehicles with the standard size spare tire can adjust the load floor to two positions. The front of the load floor can be placed either on (for high position) or below (for low position) the ledges behind the rear seats. The rear of the load floor always sits on the two small shelves located on the liftgate trim.

DEP DIGITAL ENGINEER E-PROCESS

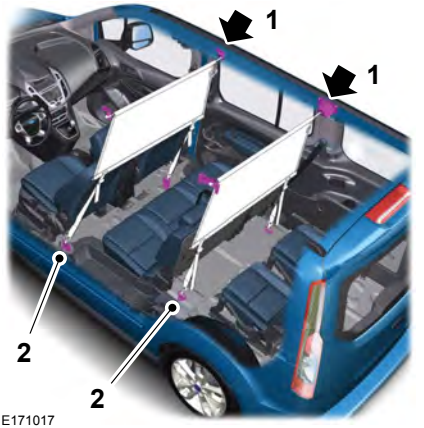
CARGO NETS

Installing the Net (If Equipped)

WARNINGS

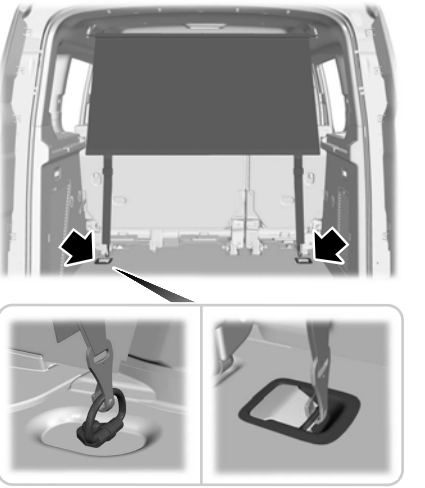
Always attach and tighten the net to the luggage anchor points and do not put more than 22 lb (10 kg) of cargo behind the net and above the seat back. Otherwise, the net could fail and cargo could become a projectile, which could cause serious injury.

Do not allow people to ride in the third row seating positions when the cargo net is installed behind the second row. Failure to do so may limit egress from the vehicle in an emergency.

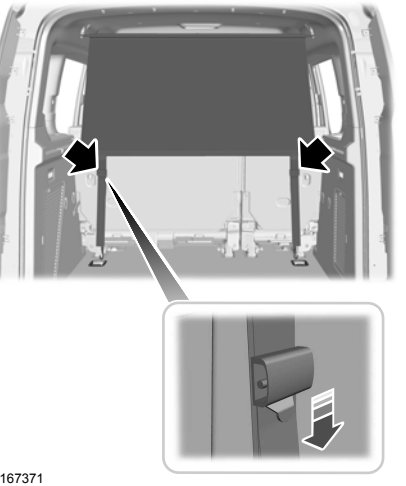


E171017

1. Push the ends of the upper bar toward each other and insert them into the retainers in the roof. Push the bar forward into the narrow section of the retainers.


E167370

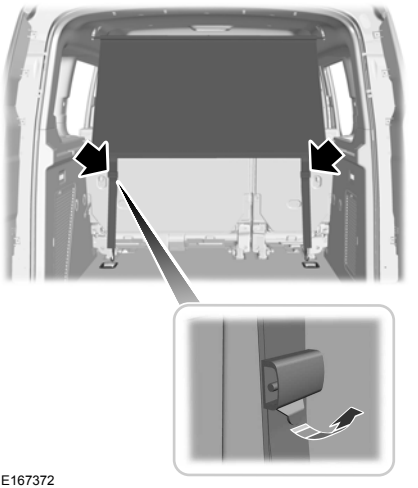
2. Attach the net to the luggage anchor points. See **Luggage Anchor Points** (page 141).


E167371

DEP DEALER E-PROCESS

3. Tighten the straps.

Removing the Net



E167372

1. Release the straps.
2. Remove the net from the luggage anchor points.
3. Remove the upper bars.

ROOF RACKS AND LOAD CARRIERS

WARNINGS

Read and follow the manufacturer's instructions when you are fitting a roof rack. Failure to take care may lead to a crash or personal injury.

When loading the roof racks, we recommend you evenly distribute the load, as well as maintain a low center of gravity. Loaded vehicles, with higher centers of gravity, may handle differently than unloaded vehicles. Take extra precautions, such as slower speeds and increased stopping distance, when driving a heavily loaded vehicle. Failure to take care may result in the loss of control of your vehicle, serious personal injury or death.

For correct roof rack system function, you must place loads directly on crossbars fitted to the roof rack side rails. When using the roof rack system, we recommend you use Ford genuine accessory crossbars designed specifically for your vehicle.

Make sure that you securely fasten the load. Check the tightness of the load before driving and at each fuel stop.

Note: *If you use a roof rack, the fuel consumption of your vehicle will be higher and you may experience different driving characteristics.*

Note: *Never place loads directly on the roof panel.*

Maximum Load Weights

Do not exceed the following maximum roof rack load weights.

Variant	Maximum Load lb (kg)*
Wagon - short wheel base with panoramic roof panel	132 (60)
Wagon - short wheel base with metal roof panel	165 (75)
Wagon - long wheel base	165 (75)
Van	165 (75)

*Evenly distribute the load on the roof rack.

DEP DIGITAL E-PROCESS

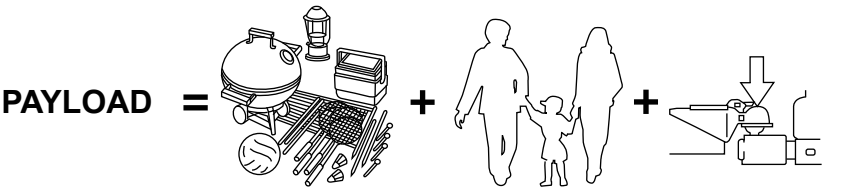
LOAD LIMIT

Vehicle Loading - with and without a Trailer

This section will guide you in the proper loading of your vehicle, trailer or both, to keep your loaded vehicle weight within its design rating capability, with or without a trailer. Properly loading your vehicle will provide maximum return of vehicle design performance. Before loading your vehicle, familiarize yourself with the following terms for determining your vehicle's weight ratings, with or without a trailer, from the vehicle's Tire Label or Safety Compliance Certification Label:

Base Curb Weight - is the weight of the vehicle including a full tank of fuel and all standard equipment. It does not include passengers, cargo, or optional equipment.

Vehicle Curb Weight - is the weight of your new vehicle when you picked it up from your authorized dealer plus any aftermarket equipment.



E143816

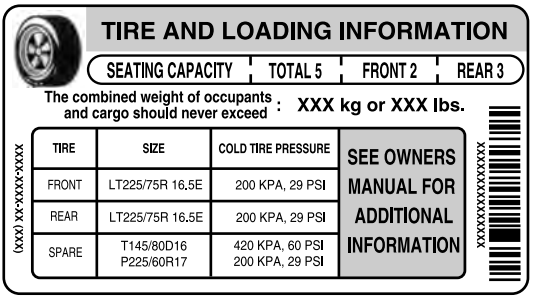
Payload - is the combined weight of cargo and passengers that the vehicle is carrying. The maximum payload for your vehicle can be found on the Tire Label on the B-Pillar or the edge of the driver door (vehicles exported outside the US and Canada may not have a Tire Label). Look for **"THE COMBINED WEIGHT OF OCCUPANTS AND CARGO SHOULD NEVER EXCEED XXX kg OR XXX lb."** for maximum payload. The payload listed on the Tire Label is the maximum payload for the vehicle as built by the assembly plant. If you install any aftermarket or authorized-dealer installed equipment on the vehicle, you must subtract the weight of the equipment from the payload listed on the Tire Label in order to determine the new payload.

DEP DEALER E-PROCESS

WARNING

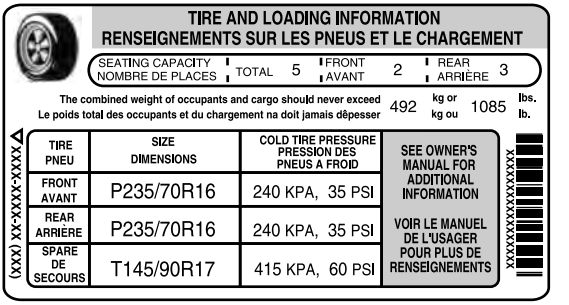
The appropriate loading capacity of your vehicle can be limited either by volume capacity (how much space is available) or by payload capacity (how much weight the vehicle should carry). Once you have reached the maximum payload of your vehicle, do not add more cargo, even if there is space available. Overloading or improperly loading your vehicle can contribute to loss of vehicle control and vehicle rollover.

Example only:

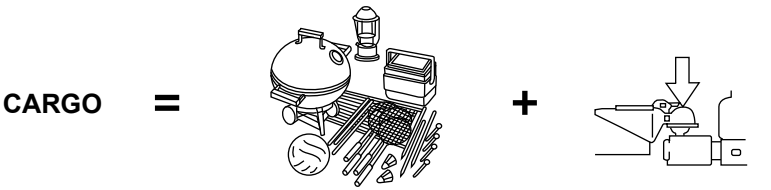


E142516

DEP POWER E-PROCESS



E142517



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Cargo Weight - includes all weight added to the Base Curb Weight, including cargo and optional equipment. When towing, trailer tongue load or king pin weight is also part of cargo weight.

GAW (Gross Axle Weight) - is the total weight placed on each axle (front and rear) including vehicle curb weight and all payload.

GAWR (Gross Axle Weight Rating) - is the maximum allowable weight that can be carried by a single axle (front or rear). These numbers are shown on the Safety Compliance Certification Label. The label shall be affixed to either the door hinge pillar, door-latch post, or the door edge that meets the door-latch post, next to the driver seating position. **The total load on each axle must never exceed its Gross Axle Weight Rating.**

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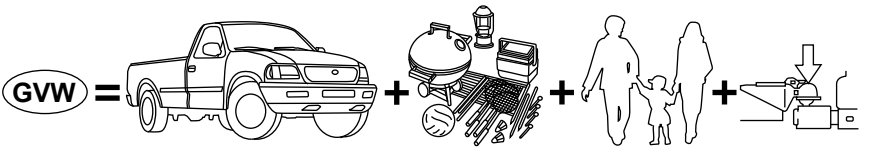
Note: *For trailer towing information refer to the RV and Trailer Towing Guide available at an authorized dealer.*



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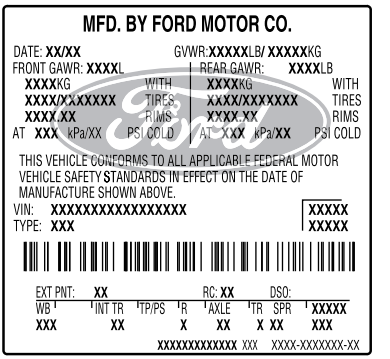
GVW (Gross Vehicle Weight) - is the Vehicle Curb Weight, plus cargo, plus passengers.

GVWR (Gross Vehicle Weight Rating) - is the maximum allowable weight of the fully loaded vehicle (including all options, equipment, passengers and cargo). It is shown on the Safety Compliance Certification Label. The label shall be affixed to either the door hinge pillar, door-latch post, or the door edge that meets the door-latch post, next to the driver seating position. **The Gross Vehicle Weight must never exceed the Gross Vehicle Weight Rating.**

Example only:



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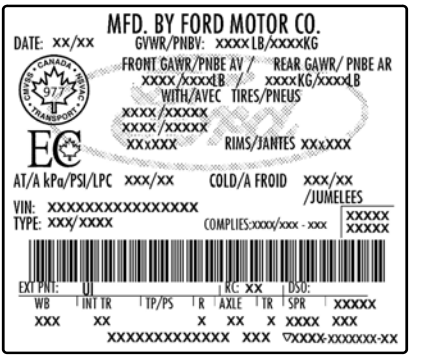

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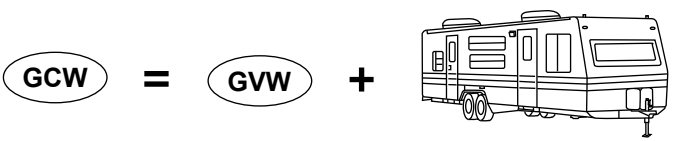
WARNING

Exceeding the Safety Compliance Certification Label vehicle weight rating limits could result in substandard vehicle handling or performance, engine, transmission and/or structural damage, serious damage to the vehicle, loss of control and personal injury.



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GCW (Gross Combined Weight) - is the Gross Vehicle Weight plus the weight of the fully loaded trailer.

GCWR (Gross Combined Weight Rating) - is the maximum allowable weight of the vehicle and the loaded trailer, including all cargo and passengers, that the vehicle can handle without risking damage. (Important: The towing vehicle's braking system is rated

DEP DEALER E-PROCESS

for operation at Gross Vehicle Weight Rating, not at Gross Combined Weight Rating.) Separate functional brakes should be used for safe control of towed vehicles and for trailers where the Gross Combined Weight of the towing vehicle plus the trailer exceed the Gross Vehicle Weight Rating of the towing vehicle. **The Gross Combined Weight must never exceed the Gross Combined Weight Rating.**

Maximum Loaded Trailer Weight - is the highest possible weight of a fully loaded trailer the vehicle can tow. It assumes a vehicle with mandatory options, driver and front passenger weight (150 pounds [68 kilograms] each), no cargo weight (internal or external) and a tongue load of 10–15% (conventional trailer) or king pin weight of 15–25% (fifth wheel trailer). Consult an authorized dealer (or the RV and Trailer Towing Guide available at an authorized dealer) for more detailed information.

Tongue Load or Fifth Wheel King Pin Weight - refers to the amount of the weight that a trailer pushes down on a trailer hitch.

Examples: For a 5000 pound (2268 kilogram) conventional trailer, multiply 5000 by 0.10 and 0.15 to obtain a proper tongue load range of 500 to 750 pounds (227 to 340 kilograms). For an 11500 pound (5216 kilogram) fifth wheel trailer, multiply by 0.15 and 0.25 to obtain a proper king pin load range of 1725 to 2875 pounds (782 to 1304 kilograms).

WARNINGS

Do not exceed the GVWR or the GAWR specified on the Safety Compliance Certification Label.

Do not use replacement tires with lower load carrying capacities than the original tires because they may lower the vehicle's GVWR and GAWR limitations. Replacement tires with a higher limit than the original tires do not increase the GVWR and GAWR limitations.

Exceeding any vehicle weight rating limitation could result in serious damage to the vehicle and/or personal injury.

Steps for determining the correct load limit:

1. Locate the statement "The combined weight of occupants and cargo should never exceed XXX kg or XXX lb." on your vehicle's placard.

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2. Determine the combined weight of the driver and passengers that will be riding in your vehicle.
3. Subtract the combined weight of the driver and passengers from XXX kg or XXX lb.
4. The resulting figure equals the available amount of cargo and luggage load capacity. For example, if the "XXX" amount equals 1,400 lb. and there will be five 150 lb. passengers in your vehicle, the amount of available cargo and luggage load capacity is 650 lb. (1400-750 (5 x 150) = 650 lb.)
5. Determine the combined weight of luggage and cargo being loaded on the vehicle. That weight may not safely exceed the available cargo and luggage load capacity calculated in Step 4.
6. If your vehicle will be towing a trailer, load from your trailer will be transferred to your vehicle. Consult this manual to determine how this reduces the available cargo and luggage load capacity of your vehicle.

The following gives you a few examples on how to calculate the available amount of cargo and luggage load capacity:

*Suppose your vehicle has a 1400-pound (635-kilogram) cargo and luggage capacity. You decide to go golfing. Is there enough load capacity to carry you, four of your friends and all the golf bags? You and four friends average 220 pounds (99 kilograms) each and the golf bags weigh approximately 30 pounds (13.5 kilograms) each. The calculation would be: 1400 - (5 x 220) - (5 x 30) = 1400 - 1100 - 150 = 150 pounds. Yes, you have enough load capacity in your vehicle to transport four friends and your golf bags. In metric units, the calculation would be: 635 kilograms - (5 x 99 kilograms) - (5 x 13.5 kilograms) = 635 - 495 - 67.5 = 72.5 kilograms.

*Suppose your vehicle has a 1400-pound (635-kilogram) cargo and luggage capacity. You and one of your friends decide to pick up cement from the local home improvement store to finish that patio you have been planning for the past two years. Measuring the inside of the vehicle with the rear seat folded down, you have room for twelve 100-pound (45-kilogram) bags of cement. Do you have enough load capacity to transport the cement to your home? If you and your friend each weigh 220 pounds (99 kilograms), the calculation would be: 1400 - (2 x 220) - (12 x 100) = 1400 - 440 - 1200 = - 240 pounds. No, you do not have enough cargo capacity to carry that much weight. In metric units, the calculation would

DEP DEALER E-PROCESS

be: 635 kilograms - (2 x 99 kilograms) - (12 x 45 kilograms) = 635 - 198 - 540 = -103 kilograms. You will need to reduce the load weight by at least 240 pounds (104 kilograms). If you remove three 100-pound (45-kilogram) cement bags, then the load calculation would be:1400 - (2 x 220) - (9 x 100) = 1400 - 440 - 900 = 60 pounds. Now you have the load capacity to transport the cement and your friend home. In metric units, the calculation would be: 635 kilograms - (2 x 99 kilograms) - (9 x 45 kilograms) = 635 - 198 - 405 = 32 kilograms.

The above calculations also assume that the loads are positioned in your vehicle in a manner that does not overload the Front or the Rear Gross Axle Weight Rating specified for your vehicle on the Safety Compliance Certification Label. The label shall be affixed to either the door hinge pillar, door-latch post, or the door edge that meets the door-latch post, next to the driver seating position.

Special Loading Instructions for Owners of Pick-up Trucks and Utility-type Vehicles

WARNING

Loaded vehicles may handle differently than unloaded vehicles. Extra precautions, such as slower speeds and increased stopping distance, should be taken when driving a heavily loaded vehicle.

Your vehicle can haul more cargo and people than most passenger cars. Depending upon the type and placement of the load, hauling cargo and people may raise the center of gravity of the vehicle.

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TOWING A TRAILER

WARNINGS

Do not exceed the GVWR or the GAWR specified on the certification label.

Towing trailers beyond the maximum recommended gross trailer weight exceeds the limit of your vehicle and could result in engine damage, transmission damage, structural damage, loss of vehicle control, vehicle rollover and personal injury.

The electrical system on your vehicle may have fuses or relays related to the towing equipment. See **Fuses** (page 174).

The load capacity of your vehicle is designated by weight not volume. You will not necessarily be able to use all available space when loading your vehicle or trailer.

Towing a trailer places extra load on the engine, transmission, axle, brakes, tires and suspension. Inspect these components before, during and after towing.

Load Placement

To help minimize how trailer movement affects your vehicle when driving:

- Load the heaviest items closest to the trailer floor.
- Load the heaviest items centered between the left and right side trailer tires.
- Load the heaviest items above the trailer axles or just slightly forward toward the trailer tongue. Do not allow the final trailer tongue weight to go above 15% or below 10% of the loaded trailer weight.
- Select a tow bar with the correct rise or drop. When both the loaded vehicle and trailer are connected, the trailer frame should be level, or slightly angled down toward your vehicle, when viewed from the side.

Note: *A slight vibration or shudder may be present when you start to drive away due to increased payload weight.*

Information on correct trailer loading and preparing your vehicle is available in the load carrying section. See **Load Limit** (page 144). Further information is available in the RV and Trailer Towing Guide. See an authorized dealer.

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Trailer Lighting

The electrical system on your vehicle is not suitable for towing trailers with LED lamps.

TRAILER SWAY CONTROL

If the trailer begins to sway, the stability control warning lamp flashes and a message appears in the information display. The system applies the brakes to the individual wheels and reduces engine torque to aid vehicle stability.

Stop your vehicle as soon as it is safe to do so. Check the vertical weight on the tow ball and trailer load distribution. See **Capacities and Specifications** (page 246). See **Load Carrying** (page 141).

Note: *This feature does not prevent trailer sway, but reduces it once it begins.*

Note: *This feature cannot stop all trailers from swaying.*

Note: *In some cases, if your vehicle speed is too high, the system may turn on multiple times, gradually reducing your vehicle speed.*

RECOMMENDED TOWING WEIGHTS

Your vehicle may tow a trailer. The maximum loaded trailer weight must be less than or equal to the maximum loaded trailer weight listed for your vehicle configuration on the following chart.

Note: *Do not exceed the maximum loaded trailer weight for your vehicle configuration listed in the chart below.*

Note: *Make sure you take the trailer frontal area into consideration, do not exceed 20 feet² (1.86 meters²). Towing a trailer that exceeds this frontal area will reduce the performance and fuel economy of your vehicle when towing. Select a trailer that has a rounded front and an aerodynamic design.*

Note: *For high altitude operation, reduce the gross combined weight by 2% per 1000 feet (300 meters) starting at the 1000 foot (300 meter) elevation point.*

Note: *Certain states require electric trailer brakes for trailers over a specified weight. Be sure to check state regulations for this specified weight. The maximum loaded trailer weights listed may be limited to this specified weight, as the vehicle's electrical system may not include the wiring connector needed to activate electric trailer brakes.*

DEP POWER E-PROCESS

Calculating the Maximum Loaded Trailer Weight

1. Start with the gross combined weight rating for your vehicle. See the following chart.
2. Subtract all of the following that apply to your vehicle:
   - Vehicle curb weight
   - Hitch hardware weight including: draw bar, tow ball, locks and weight distributing hardware
   - Driver and any passengers weight
   - Payload, cargo or luggage weight
   - Aftermarket equipment weight.
3. This equals the maximum loaded trailer weight for this combination.

Note: *The trailer tongue load is an integral part of the payload of the vehicle. Reduce the total payload by the final trailer tongue weight.*

Note: *Consult an authorized dealer to determine the maximum trailer weight allowed for your vehicle if you are not sure.*

Powertrain	Maximum GCWR - lb (kg)	Maximum Loaded Trailer Weight - lb (kg) *
1.6L SWB van	5,820 (2,640)	2,000 (907)
1.6L LWB van	5,919 (2,685)	2,000 (907)
1.6L SWB wagon	5,981 (2,713)	2,000 (907)
1.6L LWB wagon	6,180 (2,803)	2,000 (907)
2.5L SWB van	5,840 (2,649)	2,000 (907)
2.5L LWB Van	5,959 (2,703)	2,000 (907)
2.5L SWB Wagon	6,021 (2,731)	2,000 (907)
2.5L LWB Wagon	6,325 (2,869)	2,000 (907)

*Calculated with SAE J2807 method.

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ESSENTIAL TOWING CHECKS

Follow these guidelines for safe towing:

- Do not tow a trailer until you drive your vehicle at least 1000 miles (1600 kilometers).
- Consult your local motor vehicle laws for towing a trailer.
- See the instructions included with towing accessories for the correct installation and adjustment specifications.
- Service your vehicle more frequently if you tow a trailer. See **Scheduled Maintenance** (page 399).
- If you use a rental trailer, follow the rental agency's instructions.

Another chapter of this manual contains load specification terms found on the tire label and Safety Compliance label and instructions on calculating your vehicle's load. See **Load Limit** (page 144).

Remember to account for the trailer tongue weight as part of your vehicle load when calculating the total vehicle weight.

Trailer Towing Connector

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When attaching the trailer wiring connector to your vehicle, only use a proper fitting connector that works with the vehicle and trailer functions.

Note: *You cannot use a seven-pin trailer wiring connector for your vehicle and the trailer lighting equipment.*

Color	Function
Yellow	Left turn signal and stop lamp
White	Ground (-)
Green	Right turn signal and stop lamp
Brown	Running lights

Hitches

WARNING

Do not tow a trailer that exceeds the maximum limit of the towing equipment. This could result in vehicle structural damage, loss of vehicle control and personal injury.

Do not use a hitch that either clamps onto the bumper or attaches to the axle.

Distribute the trailer load so that between 10% and 15% of the total trailer weight is on the tongue.

The hitch rating on the trailer hitch label is the maximum possible trailer rating. To find the maximum trailer weight allowed for your vehicle See **Recommended Towing Weights** (page 153). Further information is available in the RV and Trailer Towing Guide. See an authorized dealer.

Safety Chains

Always connect the safety chains to the hook retainers of your vehicle hitch.

To connect the safety chains, cross them under the trailer tongue and allow enough slack for turning tight corners. Do not allow the chains to drag on the ground.

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Note: *Never attach safety chains to the bumper.*

Trailer Brakes

WARNING

Do not connect a trailer's hydraulic brake system directly to your vehicle's brake system. Your vehicle may not have enough braking power and your chances of having a crash greatly increase.

Electric brakes and manual, automatic or surge-type trailer brakes are safe if you install them correctly and adjust them to the manufacturer's specifications. The trailer brakes must meet local and federal regulations.

The rating for the tow vehicle's braking system operation is at the gross vehicle weight rating, not the gross combined weight rating.

Separate functioning brake systems are required for safe control of towed vehicles and trailers weighing more than 1500 pounds (680 kilograms) when loaded.

Trailer Lamps

WARNING

Never connect any trailer lamp wiring to the vehicle's tail lamp wiring; this may damage the electrical system resulting in fire. Contact an authorized dealer as soon as possible for assistance in correct trailer tow wiring installation. Additional electrical equipment may be required.

Trailer lamps are required on most towed vehicles. Make sure all running lights, brake lights, turn signals and hazard warning flashers are working.

Before Towing a Trailer

Practice turning, stopping and backing up to get the feel of your vehicle-trailer combination before starting on a trip. When turning, make wider turns so the trailer wheels clear curbs and other obstacles.

When Towing a Trailer

- Do not drive faster than 70 mph (113 km/h) during the first 500 miles (800 kilometers).
- Do not make full-throttle starts.
- Check the trailer hitch, electrical connections and trailer wheel lug nuts thoroughly after you have traveled 50 miles (80 kilometers).
- When stopped in congested or heavy traffic during hot weather, place the transmission selector lever in position **P** to aid engine and transmission cooling and to help A/C performance.
- Turn off the speed control with heavy loads or in hilly terrain. The speed control may turn off automatically when you are towing on long, steep grades.
- When driving down a long or steep hill, if your vehicle is fitted with a SelectShift Automatic® Transmission, use a low gear, See **Automatic Transmission** (page 126). Do not apply the brakes continuously, as they may overheat and become less effective.
- If the transmission is fitted with Grade Assist or a Towing feature, use this feature when towing. This provides engine braking and helps eliminate excessive transmission shifting for optimum fuel economy and transmission cooling.

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- If your vehicle has AdvanceTrac with RSC and a heavily loaded trailer is on tow, the system may turn on while taking corners. This is normal. Taking corners at slower speeds can reduce this tendency.
- Allow more distance for stopping with a trailer attached. Anticipate stops and brake gradually.
- Avoid parking on a grade. However, if you must park on a grade:
  - Turn the steering wheel to point your vehicle tires away from traffic flow.
  - Set the vehicle parking brake.
  - Place the transmission selector lever in position **P**.
  - Place wheel chocks in front and back of the trailer wheels. (Chocks not included with vehicle.)

Launching or Retrieving a Boat or Personal Watercraft

Note: *Disconnect the trailer wiring connector before the trailer enters the water.*

Note: *Reconnect the trailer wiring connector after the trailer is removed from the water.*

When backing down a ramp during boat launching or retrieval:

- Do not allow the static water level to rise above the bottom edge of the rear bumper.
- Do not allow waves to break higher than 6 inches (15 centimeters) above the bottom edge of the rear bumper.

Note: *Exceeding these limits may allow water to enter your vehicle or its components, affecting driveability, emissions and reliability. The vehicle warranty may not cover component damage caused by water entry.*

Replace the rear axle lubricant anytime the rear axle has been submerged in water. Water may have contaminated the rear axle lubricant, which is not normally checked or changed unless a leak is suspected or other axle repair is required.

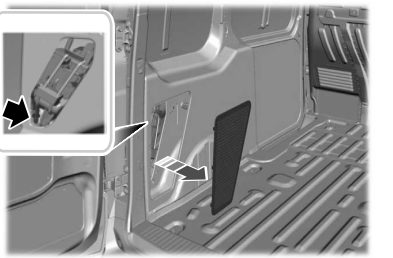
TOWING POINTS (If Equipped)

WARNING

The screw-in recovery hook has a left-hand thread. Turn it counterclockwise to install it. Make sure that the recovery hook is fully tightened. Failure to do so could result in the recovery hook becoming loose.

Due to requirements in some countries, your vehicle may have a recovery hook.

Recovery Hook Storage



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If your vehicle has a recovery hook, it will be in the luggage compartment on the left-hand side.

If your vehicle does not have a recovery hook, you can purchase one from an authorized dealer.

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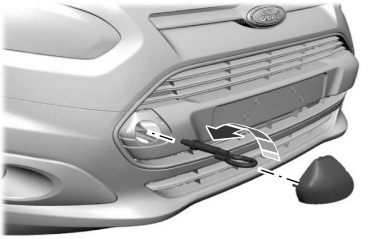
Front Recovery Hook



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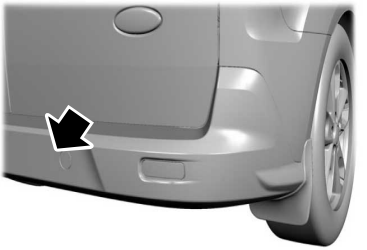
Remove the cover and install the recovery hook.

Rear Recovery Hook



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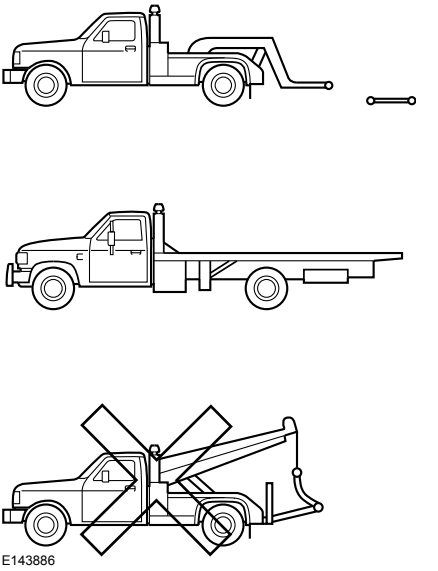
Remove the cover and install the recovery hook.

Note: *If your vehicle has a tow bar, you cannot install the recovery hook. Use the tow bar to tow other vehicles.*

TRANSPORTING THE VEHICLE



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If you need to have your vehicle towed, contact a professional towing service or, if you are a member of a roadside assistance program, your roadside assistance service provider.

It is recommended that your vehicle be towed with a wheel lift and dollies or flatbed equipment. Do not tow with a slingbelt. Ford Motor Company has not approved a slingbelt towing procedure. If the vehicle is towed incorrectly, or by any other means, vehicle damage may occur.

Ford Motor Company produces a towing manual for all authorized tow truck operators. Have your tow truck operator refer to this manual for proper hook-up and towing procedures for your vehicle.

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You can tow your vehicle from the front with wheel lift equipment to raise the front wheels off the ground. We recommend that you place the rear wheels on a dolly to prevent damage to the rear of your vehicle.

You can tow your vehicle from the rear with wheel lift equipment.

Note: *You must place the front wheels on a dolly to prevent damage to the transmission.*

TOWING THE VEHICLE ON FOUR WHEELS

Emergency Towing

WARNING

If your vehicle has a steering wheel lock make sure the ignition is in the accessory or on position when being towed.

If your vehicle is disabled and you have no access to a tow dolly, car-hauling trailer or a flatbed transport vehicle, it can only be flat-towed with all wheels on the ground under the following conditions:

- Your vehicle is facing forward so that it is towed in a forward direction.
- The transmission selector lever is placed in position **N**. If the transmission gear shift lever cannot be moved to position **N**, it may need to be overridden. See **Automatic Transmission** (page 126).
- Maximum speed is 35 mph (56 km/h).
- Maximum distance is 50 mi (80 km).

Drive off slowly and smoothly without jerking the vehicle you are towing.

You must only use the towing eye that was delivered with your vehicle. See **Towing Points** (page 157).

Tow ropes or rigid towing bars must be placed on the same side. For example; right hand rear towing point to right hand front towing point.

You must use a tow rope or rigid towing bar that is of the correct strength for the weight of the towing vehicle and the vehicle that is being towed.

Note: *Using a rigid towing bar is the safest way to tow a vehicle.*

The weight of the vehicle that is being towed must not exceed the weight of the towing vehicle.

Recreational Vehicle Towing

Note: *Put your climate control system in recirculated air mode to prevent exhaust fumes from entering the vehicle. See **Climate Control** (page 95).*

Follow these guidelines if you have a need for recreational (RV) towing. An example of recreational towing would be towing your vehicle behind a motorhome. We designed these guidelines to prevent damage to your transmission.

Front-wheel drive vehicles **CANNOT** be flat-towed (all wheels on the ground), as transmission damage may occur. You can tow your vehicle with the front wheels off the ground by using a tow dolly. If you are using a tow dolly, follow the instructions specified by the equipment provider.

DEP DEARBORN ENGINEER E-PROCESS

BREAKING-IN

You need to break in new tires for approximately 300 miles (480 kilometers). During this time, your vehicle may exhibit some unusual driving characteristics.

Avoid driving too fast during the first 1000 miles (1600 kilometers). Vary your speed frequently and change up through the gears early. Do not labor the engine.

Do not tow during the first 1000 miles (1600 kilometers).

REDUCED ENGINE PERFORMANCE

WARNING

Continued operation will increase the engine temperature and cause the engine to shut down completely.

If the engine coolant temperature gauge needle moves to the upper limit position, the engine is overheating. See **Gauges** (page 79).

You must only drive your vehicle for a short distance if the engine overheats. The distance you can travel depends on ambient temperature, vehicle load and terrain. The engine will continue to operate with limited power for a short time.

If the engine temperature continues to rise, the fuel supply to the engine will reduce. The air conditioning will switch off and the engine cooling fan will operate continually.

1. Reduce your speed gradually and stop your vehicle as soon as it is safe to do so.
2. Switch the engine off immediately to prevent severe engine damage.
3. Wait for the engine to cool down.
4. Check the coolant level. See **Engine Coolant Check** (page 190).
5. Have your vehicle checked by an authorized dealer as soon as possible.

ECONOMICAL DRIVING

Fuel economy is affected by several things such as how you drive, the conditions you drive under and how you maintain your vehicle.

There are some things to keep in mind that may improve your fuel economy:

- Accelerate and slow down in a smooth, moderate fashion.
- Drive at steady speeds.
- Anticipate stops; slowing down may eliminate the need to stop.
- Combine errands and minimize stop-and-go driving.
  - When running errands, go to the furthest destination first and then work your way back home.
- Close the windows for high-speed driving.
- Drive at reasonable speeds. (Traveling at 65 mph/105 kph uses about 15% less fuel than traveling at 75 mph/121 kph).
- Keep the tires properly inflated and use only the recommended size.
- Use the recommended engine oil.
- Perform all regularly scheduled maintenance.

There are also some things you may want to avoid doing because they reduce your fuel economy:

- Avoid sudden or hard accelerations.
- Avoid revving the engine before turning off the car.
- Avoid long idle periods.

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- Do not warm up your vehicle on cold mornings.
- Reduce the use of air conditioning and heat.
- Avoid using speed control in hilly terrain.
- Do not rest your foot on the brake pedal while driving.
- Avoid carrying unnecessary weight (approximately 1 mpg [0.4 kilometers/liter] is lost for every 400 lbs [180 kilograms] of weight carried).
- Avoid adding particular accessories to your vehicle (e.g. bug deflectors, rollbars/light bars, running boards, ski racks).
- Avoid driving with the wheels out of alignment.

COLD WEATHER PRECAUTIONS

The functional operation of some components and systems can be affected at temperatures below -13ºF (-25ºC).

DRIVING THROUGH WATER

WARNING

Do not drive through flowing or deep water as you may lose control of your vehicle.

Note: *Driving through standing water can cause vehicle damage.*

Note: *Engine damage can occur if water enters the air filter.*

Before driving through standing water, check the depth. Never drive through water that is higher than the bottom of the front rocker area of your vehicle.

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When driving through standing water, drive very slowly and do not stop your vehicle. Your brake performance and traction may be limited. After driving through water and as soon as it is safe to do so:

- Lightly press the brake pedal to dry the brakes and to check that they work.
- Check that the horn works.
- Check that the exterior lights work.
- Turn the steering wheel to check that the steering power assist works.

FLOOR MATS

WARNINGS

Always use floor mats that are designed to fit the foot well of your vehicle. Only use floor mats that leave the pedal area unobstructed. Only use floor mats that are firmly secured to retention posts so that they cannot slip out of position and interfere with the pedals or impair safe operation of your vehicle in other ways.

Pedals that cannot move freely can cause loss of vehicle control and increase the risk of serious personal injury.

DEP POWER E-PROCESS

WARNINGS

Always make sure that the floor mats are properly attached to the retention posts in the carpet that are supplied with your vehicle. Floor mats must be properly secured to both retention posts to make sure mats do not shift out of position.

Never place floor mats or any other covering in the vehicle foot well that cannot be properly secured to prevent them from moving and interfering with the pedals or the ability to control the vehicle.

Never place floor mats or any other covering on top of already installed floor mats. Floor mats should always rest on top of vehicle carpeting surface and not another floor mat or other covering. Additional floor mats or any other covering will reduce the pedal clearance and potentially interfere with pedal operation.

Check attachment of floor mats on a regular basis. Always properly reinstall and secure floor mats that have been removed for cleaning or replacement.

Always make sure that objects cannot fall into the driver foot well while the vehicle is moving. Objects that are loose can become trapped under the pedals causing a loss of vehicle control.

Failure to properly follow floor mat installation or attachment instructions can potentially cause interference with pedal operation causing a loss of vehicle control.

E142666

To install floor mats, position the floor mat so that the eyelet is over the retention post and press down to lock in.

To remove the floor mat, reverse the installation procedure.

DEP DEALER E-PROCESS

ROADSIDE ASSISTANCE

Vehicles Sold in the United States: Getting Roadside Assistance

To fully assist you should you have a vehicle concern, Ford Motor Company offers a complimentary roadside assistance program. This program is separate from the New Vehicle Limited Warranty. The service is available:

- 24 hours a day, seven days a week.
- For the coverage period listed on the Roadside Assistance Card included in your Owner's Manual portfolio.

Roadside Assistance covers:

- A flat tire change with a good spare, if provided with the vehicle (except vehicles supplied with a tire inflation kit).
- Battery jump start.
- Lock-out assistance (key replacement cost is the customer's responsibility).
- Fuel delivery — independent service contractors, if not prohibited by state, local or municipal law, shall deliver up to 2 gal (7.6 L) of gasoline or 5 gal (18.9 L) of diesel fuel to a disabled vehicle. Roadside Assistance limits fuel delivery service to two no-charge occurrences within a 12-month period.
- Winch out — available within 100 ft (30.5 m) of a paved or county maintained road, no recoveries.
- Towing — independent service contractors, if not prohibited by state, local or municipal law, shall tow Ford eligible vehicles to an authorized dealer within 35 mi (56 km) of the disablement location or to the nearest authorized dealer. If a member requests a tow to an authorized dealer that is more than 35 mi (56 km) from the disablement location, the member shall be responsible for any mileage costs in excess of 35 mi (56 km).

Roadside Assistance includes up to $200 for a towed trailer if the disabled eligible vehicle requires service at the nearest authorized dealer. If the towing vehicle is operational but the trailer is not, then the trailer does not qualify for any roadside services.

Vehicles Sold in the United States: Using Roadside Assistance

Complete the roadside assistance identification card and place it in your wallet for quick reference. This card is in the owner's information portfolio in the glove compartment.

United States Ford vehicle customers who require Roadside Assistance, call 1-800-241-3673.

If you need to arrange roadside assistance for yourself, Ford Motor Company reimburses a reasonable amount for towing to the nearest dealership within 35 mi (56 km). To obtain reimbursement information, United States Ford vehicle customers call 1-800-241-3673. Customers need to submit their original receipts.

Vehicles Sold in Canada: Getting Roadside Assistance

Canadian customers who require roadside assistance, call 1-800-665-2006.

Vehicles Sold in Canada: Using Roadside Assistance

For your convenience, you may complete the roadside assistance identification card found in the centerfold of your warranty guide and retain for future reference.

DEP POWER E-PROCESS

Canadian roadside coverage and benefits may differ from the U.S. coverage. If you require more information, please refer to the coverage section of your warranty guide, call us in Canada at 1-800-665-2006, or visit our website at www.ford.ca.

Sykes Assistance Services Corporation administers the Roadside Assistance program. You must receive covered services in Canada or the continental United States. Coverage extends to vehicles that use public, non-seasonal, annually traveled roadways. Roadside Assistance coverage does not extend to vehicles involved in cross-country driving, logging, autocross and any other form of off-road use. Well maintained roads and surfaces help ensure safe travel for the supplier, and allow their representatives to perform service as per the standard operating procedures.

In Remote Locations

If our supplier cannot take your vehicle by road to the nearest authorized dealership, transportation by rail or water may be necessary. The program covers a tow to the dock or rail terminal and also to the dealership at the end of the trip.

For rail or water transportation, however, contact your authorized dealer to confirm if you are eligible for additional coverage before you authorize or pay for the service.

Call the Ford Roadside Assistance at 1-800-665-2006 for additional information.

HAZARD WARNING FLASHERS

Note: *If used when the vehicle is not running, the battery will lose charge. There may be insufficient power to restart your vehicle.*

The hazard warning button is located on the instrument panel. Use it when your vehicle is creating a safety hazard for other motorists.

- Press the button to turn on the hazard warning function, and the front and rear direction indicators will flash.
- Press the button again to turn them off.

FUEL SHUTOFF

WARNING

Failure to inspect and, if necessary, repair fuel leaks after a collision may increase the risk of fire and serious injury. Ford Motor Company recommends that the fuel system be inspected by an authorized dealer after any collision.

In the event of a moderate to severe collision, this vehicle is equipped with a fuel pump shut-off feature that stops the flow of fuel to the engine. Not every impact will cause a shut-off.

Should your vehicle shut off after a collision, you may restart your vehicle by doing the following:

1. Turn the ignition off.
2. Turn the ignition to crank.
3. Turn the ignition off.
4. Turn the ignition on again to re-enable the fuel pump.

JUMP STARTING THE VEHICLE

WARNINGS

The gases around the battery can explode if exposed to flames, sparks or lit cigarettes. An explosion could result in personal injury or vehicle damage.

DEP DEALER E-PROCESS

WARNINGS

Batteries contain sulfuric acid which can burn skin, eyes and clothing, if contacted.

Use only an adequate-sized cable with insulated clamps.

Note: *Do not disconnect the battery from your vehicle's electrical system.*

Preparing Your Vehicle

Note: *Do not attempt to push-start your automatic transmission vehicle. Automatic transmissions do not have push-start capability. Attempting to push-start a vehicle with an automatic transmission may cause transmission damage.*

Note: *Use only a 12-volt supply to start your vehicle.*

Note: *Do not disconnect the battery of the disabled vehicle as this could damage the vehicle's electrical system.*

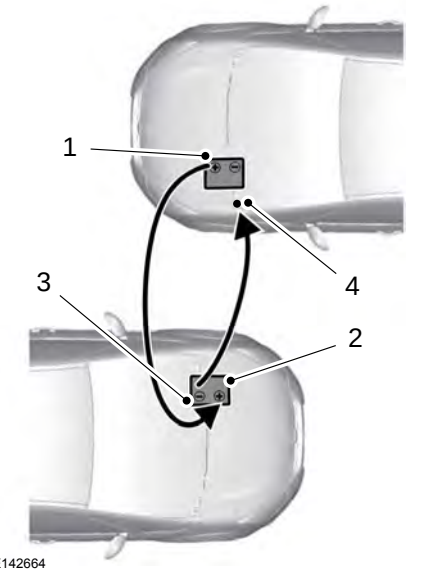
Park the booster vehicle close to the hood of the disabled vehicle, making sure the two vehicles do not touch, and switch off all accessories.

Connecting the Jumper Cables

WARNING

Do not attach the cables to fuel lines, engine rocker covers, the intake manifold or electrical components as grounding points. Stay clear of moving parts. To avoid reverse polarity connections, make sure that you correctly identify the positive (+) and negative (-) terminals on both the disabled and booster vehicles before connecting the cables.

Note: *In the illustration, the bottom vehicle represents the booster vehicle.*



E142664

1. Connect the positive (+) jumper cable to the positive (+) terminal of the discharged battery.
2. Connect the other end of the positive (+) cable to the positive (+) terminal of the assisting battery.
3. Connect the negative (-) cable to the negative (-) terminal of the assisting battery.
4. Make the final connection of the negative (-) cable to an exposed metal part of the stalled vehicle's engine, or connect the negative (-) cable to a ground connection point if available.

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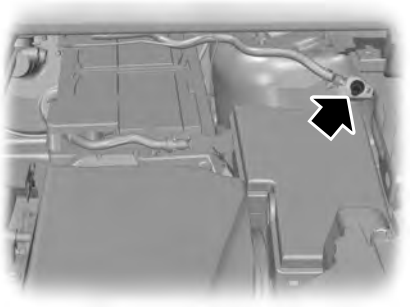


E130431

WARNING

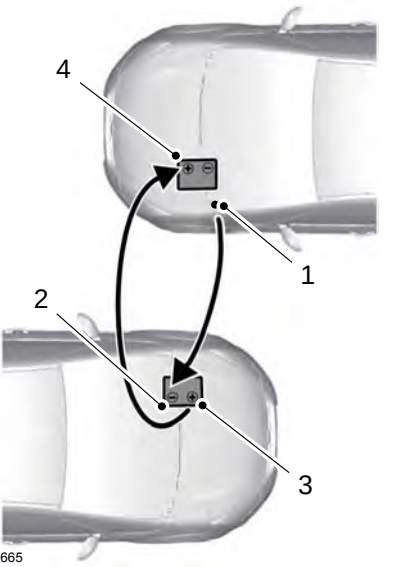
Do not connect the end of the second cable to the negative (-) terminal of the battery to be jumped. A spark may cause an explosion of the gases that surround the battery.

Jump Starting

1. Start the engine of the booster vehicle and rev the engine moderately, or press the accelerator gently to keep your engine speed between 2000 and 3000 rpms, as shown in your tachometer.
2. Start the engine of the disabled vehicle.
3. After starting the disabled vehicle, run both vehicle engines for an additional three minutes before disconnecting the jumper cables.

Removing the Jumper Cables

Remove the jumper cables in the reverse order that they were connected.



E142665

1. Remove the jumper cable from the ground metal surface or connecting point, if available.
2. Remove the jumper cable on the negative (-) terminal of the booster vehicle's battery.
3. Remove the jumper cable from the positive (+) terminal of the booster vehicle's battery.
4. Remove the jumper cable from the positive (+) terminal of the disabled vehicle's battery.

After starting your vehicle and removing the jumper cables, allow it to idle for several minutes so the battery can recharge.

DEP DEALER E-PROCESS

POST-CRASH ALERT SYSTEM

The system flashes the turn signal lamps and sounds the horn (intermittently) in the event of a serious impact that deploys an airbag (front, side, side curtain or Safety Canopy) or the safety belt pretensioners.

The horn and lamps will turn off when:

- The hazard control button is pressed
- The panic button (if equipped) is pressed on the remote entry transmitter
- Your vehicle runs out of power

DEP DEALER E-PROCESS

GETTING THE SERVICES YOU NEED

Warranty repairs to your vehicle must be performed by an authorized dealer. While any authorized dealer handling your vehicle line will provide warranty service, we recommend you return to your selling authorized dealer who wants to ensure your continued satisfaction.

Please note that certain warranty repairs require special training and equipment, so not all authorized dealers are authorized to perform all warranty repairs. This means that, depending on the warranty repair needed, you may have to take your vehicle to another authorized dealer.

A reasonable time must be allowed to perform a repair after taking your vehicle to the authorized dealer. Repairs will be made using Ford or Motorcraft® parts, or remanufactured or other parts that are authorized by Ford.

Away From Home

If you are away from home when your vehicle needs service, contact the Ford Customer Relationship Center or use the online resources listed below to find the nearest authorized dealer.

In the United States:

Mailing address

Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48121

Telephone

1-800-392-3673 (FORD)
(TDD for the hearing impaired:
1-800-232-5952)

Online

Additional information and resources are available online at www.fordowner.com

These are some of the items that can be found online:

- U.S. dealer locator by Dealer Name, City/State or Zip Code.
- Owner Manuals.
- Maintenance Schedules.
- Recalls.
- Ford Extended Service Plans.
- Ford Genuine Accessories.
- Service specials and promotions.

In Canada:

Mailing address

Customer Relationship Centre
Ford Motor Company of Canada, Limited
P.O. Box 2000
Oakville, Ontario L6K 0C8

Telephone

1-800-565-3673 (FORD)

Online

www.ford.ca

Twitter

@FordServiceCA (English Canada)
@FordServiceQC (Quebec)

Additional Assistance

If you have questions or concerns, or are unsatisfied with the service you are receiving, follow these steps:

1. Contact your Sales Representative or Service Advisor at your selling/servicing authorized dealer.
2. If your inquiry or concern remains unresolved, contact the Sales Manager, Service Manager or Customer Relations Manager.
3. If you require assistance or clarification on Ford Motor Company policies, please contact the Ford Customer Relationship Center.

DEP DEALER E-PROCESS

In order to help us serve you better, please have the following information available when contacting a Customer Relationship Center:

- Vehicle Identification Number.
- Your telephone number (home and business).
- The name of the authorized dealer and city where located.
- The vehicle's current odometer reading.

In some states, you must directly notify Ford in writing before pursuing remedies under your state's warranty laws. Ford is also allowed a final repair attempt in some states.

In the United States, a warranty dispute must be submitted to the BBB AUTO LINE before taking action under the Magnuson-Moss Warranty Act, or to the extent allowed by state law, before pursuing replacement or repurchase remedies provided by certain state laws. This dispute handling procedure is not required prior to enforcing state created rights or other rights which are independent of the Magnuson-Moss Warranty Act or state replacement or repurchase laws.

IN CALIFORNIA (U.S. ONLY)

California Civil Code Section 1793.2(d) requires that, if a manufacturer or its representative is unable to repair a motor vehicle to conform to the vehicle's applicable express warranty after a reasonable number of attempts, the manufacturer shall be required to either replace the vehicle with one substantially identical or repurchase the vehicle and reimburse the buyer in an amount equal to the actual price paid or payable by the consumer (less a reasonable allowance for consumer use). The consumer has the right to choose whether to receive a refund or replacement vehicle.

California Civil Code Section 1793.22(b) presumes that the manufacturer has had a reasonable number of attempts to conform the vehicle to its applicable express warranties if, within the first 18 months of ownership of a new vehicle or the first 18000 miles (29 000 km), whichever occurs first:

1. Two or more repair attempts are made on the same non-conformity likely to cause death or serious bodily injury OR
2. Four or more repair attempts are made on the same nonconformity (a defect or condition that substantially impairs the use, value or safety of the vehicle) OR
3. The vehicle is out of service for repair of nonconformities for a total of more than 30 calendar days (not necessarily all at one time).

In the case of 1 or 2 above, the consumer must also notify the manufacturer of the need for the repair of the nonconformity at the following address:

Ford Motor Company
16800 Executive Plaza Drive
Mail Drop 3NE-B
Dearborn, MI 48126

You are required to submit your warranty dispute to BBB AUTO LINE before asserting in court any rights or remedies conferred by California Civil Code Section 1793.22(b). You are also required to use BBB AUTO LINE before exercising rights or seeking remedies created by the Federal Magnuson-Moss Warranty Act, 15 U.S.C. sec. 2301 et seq. If you choose to seek redress by pursuing rights and remedies not created by California Civil Code Section 1793.22(b) or the Magnuson-Moss Warranty Act, resort to BBB AUTO LINE is not required by those statutes.

DEP POWER E-PROCESS

THE BETTER BUSINESS BUREAU (BBB) AUTO LINE PROGRAM (U.S. ONLY)

Your satisfaction is important to Ford Motor Company and to your dealer. If a warranty concern has not been resolved using the three-step procedure outlined earlier in this chapter in the Getting the Services you need section, you may be eligible to participate in the BBB AUTO LINE program.

The BBB AUTO LINE program consists of two parts – mediation and arbitration. During mediation, a representative of the BBB will contact both you and Ford Motor Company to explore options for settlement of the claim. If an agreement is not reached during mediation or you do not want to participate in mediation, and if your claim is eligible, you may participate in the arbitration process. An arbitration hearing will be scheduled so that you can present your case in an informal setting before an impartial person. The arbitrator will consider the testimony provided and make a decision after the hearing.

Disputes submitted to the BBB AUTO LINE program are usually decided within forty days after you file your claim with the BBB. You are not bound by the decision, and may reject the decision and proceed to court where all findings of the BBB Auto Line dispute, and decision, are admissible in the court action. Should you choose to accept the BBB AUTO LINE decision, Ford is then bound by the decision, and must comply with the decision within 30 days of receipt of your acceptance letter.

BBB AUTO LINE Application: Using the information provided below, please call or write to request a program application. You will be asked for your name and address, general information about your new vehicle, information about your warranty concerns, and any steps you have already taken to try to resolve them. A Customer Claim Form will be mailed that will need to be completed, signed and returned to the BBB along with proof of ownership. Upon receipt, the BBB will review the claim for eligibility under the Program Summary Guidelines.

You can get more information by calling BBB AUTO LINE at 1-800-955-5100, or writing to:

BBB AUTO LINE
3033 Wilson Boulevard, Suite 600
Arlington, Virginia 22201

BBB AUTO LINE applications can also be requested by calling the Ford Motor Company Customer Relationship Center at 1-800-392-3673.

Note: *Ford Motor Company reserves the right to change eligibility limitations, modify procedures, or to discontinue this process at any time without notice and without obligation.*

UTILIZING THE MEDIATION/ARBITRATION PROGRAM (CANADA ONLY)

For vehicles delivered to authorized Canadian dealers. In those cases where you continue to feel that the efforts by Ford of Canada and the authorized dealer to resolve a factory-related vehicle service concern have been unsatisfactory, Ford of Canada participates in an impartial third party mediation/arbitration program administered by the Canadian Motor Vehicle Arbitration Plan (CAMVAP).

The CAMVAP program is a straight forward and relatively speedy alternative to resolve a disagreement when all other efforts to produce a settlement have failed. This procedure is without cost to you and is designed to eliminate the need for lengthy and expensive legal proceedings.

DEP DEALER E-PROCESS

In the CAMVAP program, impartial third-party arbitrators conduct hearings at mutually convenient times and places in an informal environment. These impartial arbitrators review the positions of the parties, make decisions and, when appropriate, render awards to resolve disputes. CAMVAP decisions are fast, fair, and final as the arbitrator's award is binding on both you and Ford of Canada.

CAMVAP services are available in all Canadian territories and provinces. For more information, without charge or obligation, call your CAMVAP Provincial Administrator directly at 1-800-207-0685 or visit www.camvap.ca.

GETTING ASSISTANCE OUTSIDE THE U.S. AND CANADA

Before exporting your vehicle to a foreign country, contact the appropriate foreign embassy or consulate. These officials can inform you of local vehicle registration regulations and where to find unleaded fuel.

If you cannot find unleaded fuel or can only get fuel with an anti-knock index lower than is recommended for your vehicle, contact our Customer Relationship Center.

The use of leaded fuel in your vehicle without proper conversion may damage the effectiveness of your emission control system and may cause engine knocking or serious engine damage. Ford Motor Company or Ford of Canada is not responsible for any damage caused by use of improper fuel. Using leaded fuel may also result in difficulty importing your vehicle back into the United States.

If your vehicle must be serviced while you are traveling or living in Asia-Pacific Region, Sub-Saharan Africa, U.S. Virgin Islands, Central America, the Caribbean, and Israel, contact the nearest authorized dealer. If the authorized dealer cannot help you, contact:

FORD MOTOR COMPANY
Customer Relationship Center
1555 Fairlane Drive
Fairlane Business Park #3
Allen Park, Michigan 48101
U.S.A.
Telephone: (313) 594-4857
Fax: (313) 390-0804
Email: expcac@ford.com

For customers in Guam, the Commonwealth of the Northern Mariana Islands (CNMI), America Samoa, and the U.S. Virgin Islands, please feel free to call our Toll-Free Number: (800) 841-FORD (3673).

If your vehicle must be serviced while you are traveling or living in Puerto Rico, contact the nearest authorized dealer. If the authorized dealer cannot help you, contact:

FORD MOTOR COMPANY
Customer Relationship Center
1555 Fairlane Drive
Fairlane Business Park #3
Allen Park, Michigan 48101
U.S.A.
Telephone: (800) 841-FORD (3673)
FAX: (313) 390-0804
Email: prcac@ford.com
www.ford.com.pr

If your vehicle must be serviced while you are traveling or living in the Middle East, contact the nearest authorized dealer. If the authorized dealer cannot help you, contact:

DEP POWER E-PROCESS

FORD MOTOR COMPANY
Customer Relationship Center
1555 Fairlane Drive
Fairlane Business Park #3
Allen Park, Michigan 48101
U.S.A.
Telephone: +971 4 3326084
Toll-Free Number of the Kingdom of Saudi Arabia: 800 8971409
Local Telephone Number of Kuwait: 24810575
FAX: +971 4 3327299
Email: menacac@ford.com
www.me.ford.com

If you buy your vehicle in North America and then relocate to any of the above locations, register your vehicle identification number (VIN) and new address with Ford Motor Company Export Operations & Global Growth Initiatives by emailing expcac@ford.com.

If you are in another foreign country, contact the nearest authorized dealer. In the event your inquiry is unresolved, communicate your concern with the dealership's Sales Manager, Service Manager or Customer Relations Manager. If you require additional assistance or clarification, please contact the respective Customer Relationship Center as previously listed.

Customers in the U.S. should call 1-800-392-3673.

ORDERING ADDITIONAL OWNER'S LITERATURE

To order the publications in this portfolio, contact Helm, Incorporated at:

HELM, INCORPORATED
47911 Halyard Drive
Plymouth, Michigan 48170
Attention: Customer Service

Or to order a free publication catalog, call toll free: 1-800-782-4356

Monday-Friday 8:00 a.m. - 6:00 p.m. EST

Helm, Incorporated can also be reached by their website:

www.helminc.com

(Items in this catalog may be purchased by credit card, check or money order.)

Obtaining a French Owner's Manual

French Owner's Manual can be obtained from your authorized dealer or by contacting Helm, Incorporated using the contact information listed previously in this section.

REPORTING SAFETY DEFECTS (U.S. ONLY)

E142557

If you believe that your vehicle has a defect which could cause a crash or could cause injury or death, you should immediately inform the National Highway Traffic Safety Administration (NHTSA) in addition to notifying Ford Motor Company.

If NHTSA receives similar complaints, it may open an investigation, and if it finds that a safety defect exists in a group of vehicles, it may order a recall and remedy campaign. However, NHTSA cannot become involved in individual problems between you, your dealer, or Ford Motor Company.

DEP DEALER E-PROCESS

To contact NHTSA, you may call the Vehicle Safety Hotline toll-free at 1-888-327-4236 (TTY: 1-800-424-9153); go to http://www.safercar.gov; or write to:

Administrator

1200 New Jersey Avenue, Southeast

Washington, D.C. 20590

You can also obtain other information about motor vehicle safety from http://www.safercar.gov.

REPORTING SAFETY DEFECTS (CANADA ONLY)

If you believe that your vehicle has a defect which could cause a crash or could cause injury or death, you should immediately inform Transport Canada.

Transport Canada Contact Information	
Website	http://www.tc.gc.ca/eng/roadsafety/menu.htm
Phone	1–800–333–0510

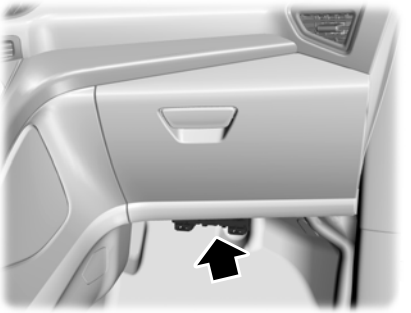
DEP DEARBORN ENGINEER E-PROCESS

FUSE BOX LOCATIONS

Engine Compartment Fuse Box

The fuse box is located in the engine compartment. See **Maintenance** (page 185).

Passenger Compartment Fuse Box



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The fuse box is located below the glove box.

Luggage Compartment Fuse Box

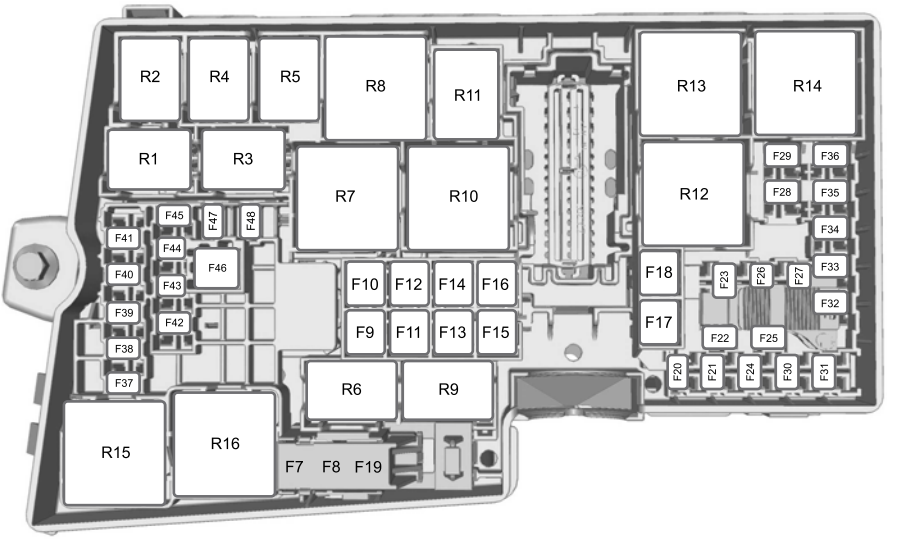
E163779

The fuse box is located in the luggage compartment on the right-hand side. Remove the fuse box cover to gain access to the fuses.

DEP DEALER E-PROCESS

FUSE SPECIFICATION CHART

Engine Compartment Fuse Box



E157389

Fuse	Fuse rating	Circuits protected
F1	-	Not used.
F2	-	Not used.
F3	-	Not used.
F4	-	Not used.
F5	-	Not used.
F6	-	Not used.
F7	40A**	Anti-lock brake system.
F8	30A**	Stability control.
F9	30A**	Heated rear window.

DEP
DEALER E-PROCESS

Fuse	Fuse rating	Circuits protected
F10	40A**	Blower motor.
F11	20A**	Rear floor console auxiliary power point. Cargo area auxiliary power point.
F12	30A**	Powertrain control module.
F13	30A**	Starter relay.
F14	40A**	Right-hand heated windshield.
F15	20A**	Cargo-area auxiliary power point. Luggage compartment auxiliary power point.
F16	40A**	Heated windshield.
F17	20A**	Floor console auxiliary power point.
F18	40A**	Accessories - Van only.
F19	5A*	Anti-lock brake system. Stability Control.
F20	15A*	Horn.
F21	5A*	Stop lamp switch.
F22	15A*	Battery monitor system - 1.6 GTDI engine only.
	10A	Power supply voltage - powertrain control module 2.5 L engine only.
F23	5A*	Relay coils.
F24	-	Not used.
F25	10A	Power mirrors - without door control unit.
F26	5A*	Engine control relay coil feed - 2.5 L engine only.
F27	15A*	Air conditioning clutch.
F28	25A*	Rear power window.
F29	25A*	Front power window.

DEP DEALER E-PROCESS

Fuse	Fuse rating	Circuits protected
F30	5A*	Ignition switch position II output (van only).
F31	5A*	Taxi roof lamp switch.
F32	15A*	Engine control module.
F33	10A*	Engine control module.
F34	10A*	Fuel injectors.
F35	15A	Filter Heater.
F36	10A*	Engine control module - DV6 and Fox engine only.
	5A	Active grill shutter - 1.6 GTDI and 2.5L engine only.
F37	5A*	Battery saver relay.
F38	15A*	Engine control module. Transmission control module.
F39	10A*	Accessories - Van only.
F40	5A*	Electronic power assist steering.
F41	20A*	Body control module.
F42	15A*	Rear window wiper.
F43	15A*	Heated front seat - Van.
	20A*	Accessories - Van.
F44	15A*	Headlamp control module.
	5A*	Air conditioning switch - Taxi.
F45	10A*	Heated washer nozzle.
F46	40A**	Windshield wiper.

DEP POWER E-PROCESS

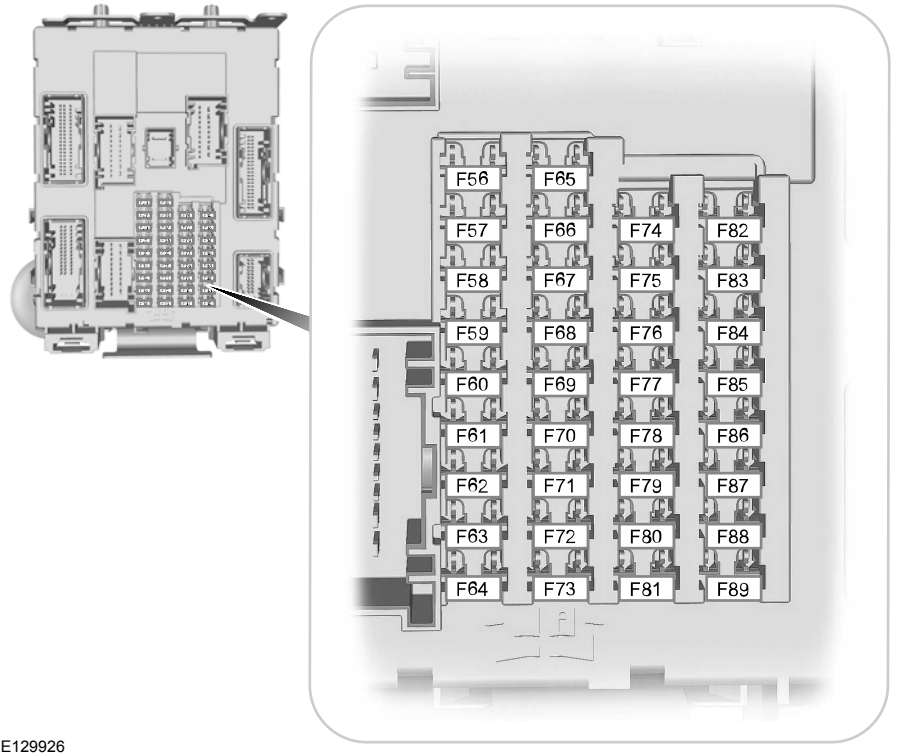
Fuse	Fuse rating	Circuits protected
F47	7.5A	Heated exterior mirror - without door control unit.
F48	25A*	Body control module.

*Mini fuses **Cartridge fuses

Relay	Circuits switched
R1	Not used.
R2	Horn.
R3	Battery saver relay.
R4	Not used.
R5	Rear window wiper.
R6	Not used.
R7	Heated windshield.
R8	Accessory delay.
R9	Relay - Van.
R10	Starter motor.
R11	Air conditioning clutch.
R12	Cooling fan.
R13	Blower motor.
R14	Electronic engine control.
R15	Heated rear window.
R16	Ignition.

DEP DEALER E-PROCESS

Passenger Compartment Fuse Box



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Fuse	Fuse rating	Circuits protected
F56	20A	Fuel pump.
F57	-	Not used.
F58	-	Not used.
F59	5A	Passive anti-theft system transceiver.
F60	10A	Interior lamp. Driver door switch pack. Glove compartment lamp.

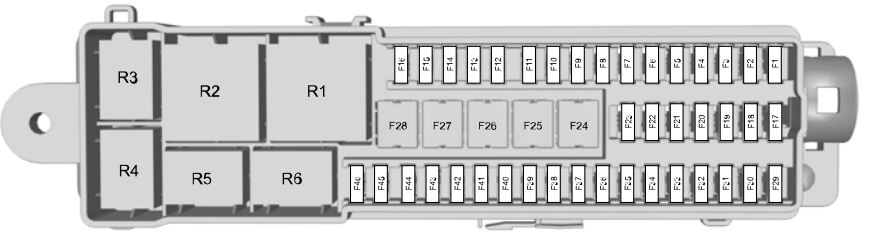
Transit Connect (CHC) Canada/United States of America, enUSA, First Printing

Fuse	Fuse rating	Circuits protected
		Overhead console switch bank.
F61	-	Not used.
F62	5A	Autowipers. Auto-dimming interior mirror.
F63	-	Not used.
F64	-	Not used.
F65	10A	Liftgate release.
F66	20A	Front door double locking and unlock relay.
F67	7.5A	SYNC. Front display interface module. Global positioning system module.
F68	-	Not used.
F69	5A	Instrument panel cluster.
F70	20A	Central locking relay.
F71	10A	Heating control head (manual air conditioning). Dual automatic temperature control.
F72	7.5A	Steering wheel module.
F73	7.5A	Data link connector. Battery backup sounder.
F74	15A	High beam headlamp.
F75	15A	Front fog lamp.
F76	10A	Reversing lamp.
F77	20A	Washer pump.
F78	5A	Ignition switch.
F79	15A	Audio unit. DVD navigation system. Touchscreen. Hazard flasher switch. Door lock switch.
F80	-	Not used.
F81	5A	Power sunroof.

DEP DEALER E-PROCESS

Fuse	Fuse rating	Circuits protected
		Interior motion sensor.
F82	20A	Washer pump.
F83	20A	Central locking.
F84	20A	Unlock. Double lock.
F85	7.5A	Ignition switch.
F86	10A	Airbag module. Occupant classification system. Passenger airbag deactivation indicator.
F87	-	Not used.
F88	25A	Body control module KL30 supply.
F89	-	Not used.

Cargo Compartment Fuse Box



E129927

Fuse	Fuse Rating	Circuits protected
F1	10A	Rear heating, ventilation and air conditioning.
F2	25A	Driver seat adjuster.
F3	25A	Driver door module.
F4	25A	Passenger door module.

DEP
DEARBORN ENGINEER E-PROCESS

Fuse	Fuse Rating	Circuits protected
F5	-	Not used.
F6	25A	Door control unit rear left.
F7	25A	Door control unit rear right.
F8	-	Not used.
F9	-	Not used.
F10	-	Not used.
F11	-	Not used.
F12	-	Not used.
F13	-	Not used.
F14	-	Not used.
F15	-	Not used.
F16	-	Not used.
F17	-	Not used.
F18	-	Not used.
F19	-	Not used.
F20	-	Not used.
F21	-	Not used.
F22	-	Not used.
F23	-	Not used.
F24	-	Not used.
F25	40A	Rear blower motor.
F26	40A	Accessories. Trailer tow module.
F27	40A	Taxi.
F28	-	Not used.
F29	5A	Rear view camera.
F30	5A	Parking aid.

DEP DEALER E-PROCESS

Fuse	Fuse Rating	Circuits protected
F31	-	Not used.
F32	-	Not used.
F33	-	Not used.
F34	15A	Driver heated seat.
F35	15A	Passenger heated seat.
F36	-	Not used.
F37	20A	Power sunblind.
F38	10A	Taxi.
F39	-	Not used.
F40	7.5A	Rear heating. Ventilation and air conditioning module ignition feed.
F41	10A	Taxi connector.
F42	20A	Taxi connector.
F43	-	Not used.
F44	-	Not used.
F45	-	Not used.
F46	-	Not used.

Relay	Circuits switched
R1	Ignition switch.
R2	Rear heating, ventilation and air conditioning motor. Ventilation and air conditioning motor.
R3	Not used.
R4	Not used.
R5	Not used.
R6	Not used.

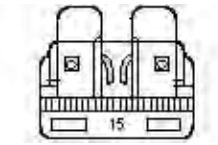
DEP DEARBORN E-PROCESS

CHANGING A FUSE

Fuses

WARNING

Always replace a fuse with one that has the specified amperage rating. Using a fuse with a higher amperage rating can cause severe wire damage and could start a fire.



E142430

If electrical components in the vehicle are not working, a fuse may have blown. Blown fuses are identified by a broken wire within the fuse. Check the appropriate fuses before replacing any electrical components.

Standard Fuse Amperage Rating and Color

	Color			
Fuse rating	**Micro fuses**	**Dual micro fuses**	**M-type fuses**	**J-type fuses**
5A	Tan	Tan	-	-
7.5A	Brown	Brown	-	-
10A	Red	Red	-	-
15A	Blue	Blue	Grey	-
20A	Yellow	-	Light Blue	Blue
25A	White	-	White	White
30A	Green	-	Pink	Pink
40A	-	-	Green	Green
50A	-	-	-	Red
60A	-	-	-	Yellow

DEP DEALER E-PROCESS

GENERAL INFORMATION

Have your vehicle serviced regularly to help maintain its roadworthiness and resale value. There is a large network of authorized dealers that are there to help you with their professional servicing expertise. We believe that their specially trained technicians are best qualified to service your vehicle properly and expertly. They are supported by a wide range of highly specialized tools developed specifically for servicing your vehicle.

To help you service your vehicle, we provide scheduled maintenance information which makes tracking routine service easy. See **Scheduled Maintenance** (page 399).

If your vehicle requires professional service, an authorized dealer can provide the necessary parts and service. Check your warranty information to find out which parts and services are covered.

Use only recommended fuels, lubricants, fluids and service parts conforming to specifications. Motorcraft® parts are designed and built to provide the best performance in your vehicle.

Precautions

- Do not work on a hot engine.
- Make sure that nothing gets caught in moving parts.
- Do not work on a vehicle with the engine running in an enclosed space, unless you are sure you have enough ventilation.
- Keep all open flames and other burning material (such as cigarettes) away from the battery and all fuel related parts.

Working with the Engine Off

1. Set the parking brake and shift to park (P).
2. Switch off the engine.
3. Block the wheels.

Working with the Engine On

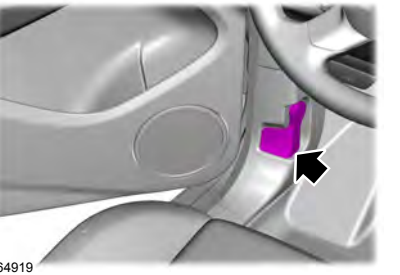
WARNING

To reduce the risk of vehicle damage and/or personal burn injuries, do not start your engine with the air cleaner removed and do not remove it while the engine is running.

1. Set the parking brake and shift to park (P).
2. Block the wheels

OPENING AND CLOSING THE HOOD

Opening the Hood


E164919

1. Open the front door.
2. Pull the hood release handle.

DEP DEARBORN ENGINEERING E-PROCESS

E164920

3. Move the catch to the left.

E87786

4. Open the hood and support it with the support rod.

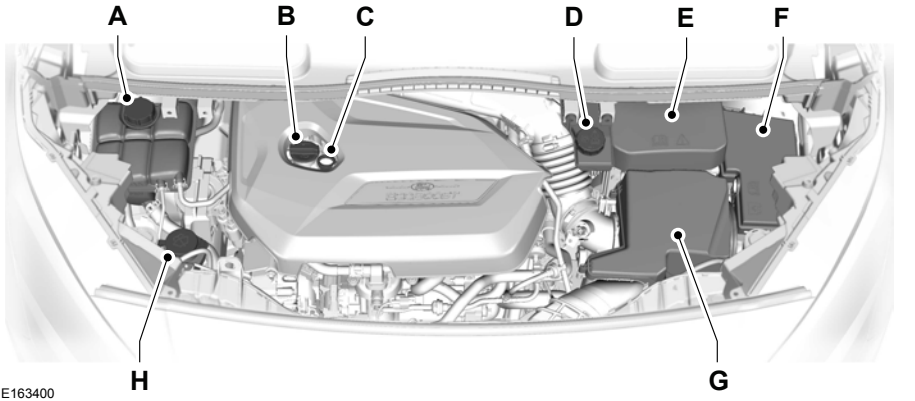
Closing the Hood

1. Remove the support rod from the catch and secure correctly.
2. Lower the hood and allow it to drop under its own weight for the last 8 inches to 12 inches (20 centimeters to 30 centimeters).

Note: *Make sure the hood is fully closed.*

DEP DEALER E-PROCESS

UNDER HOOD OVERVIEW - 1.6L



A Engine coolant reservoir*: See **Engine Coolant Check** (page 190).

B Engine oil filler cap*: See **Engine Oil Dipstick** (page 189).

C Engine oil dipstick*: See **Engine Oil Dipstick** (page 189).

D Brake and clutch fluid reservoir*: See **Brake Fluid Check** (page 192).

E Battery: See **Changing the 12V Battery** (page 193).

F Engine compartment fuse box: See **Fuses** (page 174).

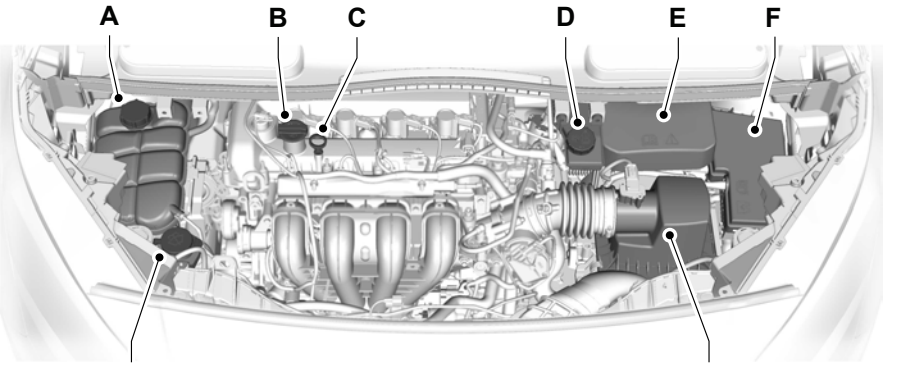
G Air cleaner: See **Changing the Engine Air Filter** (page 204).

H Windshield and rear window washer fluid reservoir: See **Washer Fluid Check** (page 192).

* The filler caps and the engine oil dipstick are colored for easy identification.

DEP DIGITAL ENGINEER E-PROCESS

UNDER HOOD OVERVIEW - 2.5L



A Engine coolant reservoir*: See **Engine Coolant Check** (page 190).

B Engine oil filler cap*: See **Engine Oil Check** (page 189).

C Engine oil dipstick*: See **Engine Oil Check** (page 189).

D Brake and clutch fluid reservoir*: See **Brake Fluid Check** (page 192).

E Battery: See **Changing the 12V Battery** (page 193).

F Engine compartment fuse box: See **Fuses** (page 174).

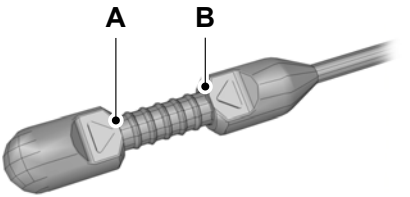
G Air cleaner: See **Changing the Engine Air Filter** (page 204).

H Windshield and rear window washer fluid reservoir: See **Washer Fluid Check** (page 192).

* The filler caps and the engine oil dipstick are colored for easy identification.

DEP DEALER E-PROCESS

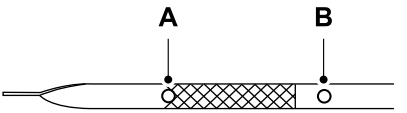
ENGINE OIL DIPSTICK - 1.6L ECOBOOST™



E134114

A Minimum
B Maximum

ENGINE OIL DIPSTICK - 2.5L



E142462

A Minimum
B Maximum

ENGINE OIL CHECK

1. Make sure that your vehicle is on level ground.
2. Check the oil level before starting the engine, or switch the engine off and wait 15 minutes for the oil to drain into the oil pan.
3. Remove the dipstick and wipe it with a clean, lint free cloth. Replace the dipstick and remove it again to check the oil level.

If the oil level is at the minimum mark, add oil immediately. See **Capacities and Specifications** (page 246).

Do not use supplemental engine oil additives because they are unnecessary and could lead to engine damage that may not be covered by your vehicle warranty.

Note: *Make sure that the oil level is between the minimum and the maximum marks.*

Note: *The oil consumption of new engines reaches its normal level after approximately 3000 mi (5,000 km).*

Adding Engine Oil

E142732

Only use oils certified for gasoline engines by the American Petroleum Institute (API). An oil with this trademark symbol conforms to the current engine and emission system protection standards and fuel economy requirements of the International Lubricants Specification Advisory Council (ILSAC), comprised of U.S. and Japanese automobile manufacturers.

DEP DEARBORN ENGINEERING E-PROCESS

WARNINGS

Only add oil when the engine is cold. If the engine is hot, wait 10 minutes for the engine to cool down.

Do not remove the filler cap when the engine is running.

1. Remove the engine oil filler cap.
2. Add engine oil that meets Ford specifications. See **Capacities and Specifications** (page 246).
3. Wipe off any spilled oil.
4. Replace the engine oil filler cap. Turn it clockwise until you feel a strong resistance.

Note: *Do not add oil further than the maximum mark. Oil levels above the maximum mark may cause engine damage.*

Note: *Soak up any spillage with an absorbent cloth immediately.*

OIL CHANGE INDICATOR RESET

Resetting the Oil Life Monitoring System

Only reset the oil life monitoring system after changing the engine oil and oil filter.

1. Switch the ignition on. Do not start the engine. For vehicles with push-button start, press and hold the start button for two seconds without pressing the brake pedal. Do not start the engine.
2. Press the accelerator and brake pedals at the same time.
3. Keep the accelerator and brake pedals fully pressed.
4. After three seconds, a message confirming that the reset is in progress will be displayed.
5. After 25 seconds, a message confirming that the reset is complete will be displayed.
6. Release the accelerator and brake pedals.
7. The message confirming that the reset is complete will no longer be displayed.
8. Switch the ignition off. For vehicles with push-button start, press the start button to switch the ignition off.

ENGINE COOLANT CHECK

Checking the Engine Coolant

When the engine is cold, check the concentration and level of the engine coolant at the intervals listed in the scheduled maintenance information. See **Scheduled Maintenance** (page 399).

Note: *Make sure that the level is between the MIN and MAX marks on the coolant reservoir.*

Note: *Coolant expands when it is hot. The level may extend beyond the MAX mark.*

Note: *If the level is at the MIN mark, below the MIN mark, or empty, add coolant immediately. See **Adding Engine Coolant** in this chapter.*

Maintain coolant concentration within 48% to 50%, which equates to a freeze point between -30ºF (-34ºC) and -34ºF (-37ºC).

Note: *For best results, coolant concentration should be tested with a refractometer, for example Robinair® coolant and battery refractometer 75240. We do not recommend the use of hydrometers or coolant test strips for measuring coolant concentrations.*

Note: *Automotive fluids are not interchangeable. Do not use engine coolant, antifreeze or windshield washer fluid outside of its specified function and vehicle location.*

DEP DEALER E-PROCESS

Adding Engine Coolant

WARNINGS

Do not add engine coolant when the engine is hot. Steam and scalding liquids released from a hot cooling system can burn you badly. Also, spilling coolant on hot engine parts can burn you.

Do not put engine coolant in the windshield washer fluid reservoir. If sprayed on the windshield, engine coolant could make it difficult to see through the windshield.

Do not add coolant further than the MAX mark.

To reduce the risk of personal injury, make sure the engine is cool before unscrewing the coolant pressure relief cap. The cooling system is under pressure; steam and hot liquid can come out forcefully when the cap is loosened slightly.

Note: *Do not use stop leak pellets, cooling system sealants or additives as they can cause damage to the engine cooling or heating systems. The vehicle warranty does not cover this damage.*

Note: *During normal vehicle operation, the engine coolant may change color from orange to pink or light red. As long as the engine coolant is clear and uncontaminated, this color change does not indicate that the engine coolant has degraded or that you drain the engine coolant, flush the system or replace the engine coolant.*

- Do not mix different colors or types of coolant in your vehicle. Make sure the correct coolant is used. Mixing of engine coolants may harm the engine's cooling system. The use of incorrect coolant may harm engine and cooling system components and may void the warranty. Use prediluted engine coolant meeting the Ford specification. See **Capacities and Specifications** (page 246).
- In case of emergency, you can add a large amount of water without engine coolant in order to reach a vehicle service location. In this instance, you must have the cooling system drained, chemically cleaned with Motorcraft Premium Cooling System Flush, and refilled with engine coolant as soon as possible. Water alone (without engine coolant) can cause engine damage, for example corrosion, overheating or freezing.
- Do not use alcohol, methanol, brine or any engine coolants mixed with alcohol or methanol antifreeze. Alcohol and other liquids can cause engine damage, for example overheating or freezing.
- Do not add extra inhibitors or additives to the coolant. These can be harmful and compromise the corrosion protection of the engine coolant.

Unscrew the cap slowly. Any pressure will escape as you unscrew the cap.

Add prediluted engine coolant meeting the Ford specification. See **Capacities and Specifications** (page 246).

Whenever you add coolant, check the coolant level in the coolant reservoir the next few times you drive the vehicle. If necessary, add enough prediluted engine coolant to bring the coolant level to the correct level.

DEP POWER E-PROCESS

Recycled Engine Coolant

We do not recommend the use of recycled engine coolant since a Ford-approved recycling process is not yet available.

Used engine coolant should be disposed of in an appropriate manner. Follow your community's regulations and standards for recycling and disposing of automotive fluids.

Severe Climates

If you drive in extremely cold climates:

- It may be necessary to have a Ford authorized dealer increase the coolant concentration above 50%.
- A coolant concentration of 60% will provide improved freeze point protection. Engine coolant concentrations above 60% will decrease the overheat protection characteristics of the engine coolant and may cause engine damage

If you drive in extremely hot climates:

- It may be necessary to have a Ford authorized dealer decrease the coolant concentration to 40%.
- A coolant concentration of 40% provides improved overheat protection. Engine coolant concentrations below 40% will decrease the freeze and corrosion protection characteristics of the engine coolant and may cause engine damage.

Vehicles driven year-round in non-extreme climates should use prediluted engine coolant for optimum cooling system and engine protection.

AUTOMATIC TRANSMISSION FLUID CHECK

The automatic transmission does not have a transmission fluid dipstick.

Have an authorized dealer check and change the transmission fluid at the correct service interval. See **Scheduled Maintenance** (page 399). Your transmission does not consume fluid. However, if the transmission slips, shifts slowly or if you notice a sign of leaking fluid, contact an authorized dealer.

Do not use supplemental transmission fluid additives, treatments or cleaning agents. The use of these materials may affect transmission operation and result in damage to internal transmission components.

BRAKE FLUID CHECK

Fluid levels between the MIN and MAX lines are within the normal operating range; there is no need to add fluid. If the fluid levels are outside of the normal operating range, the performance of the system could be compromised; seek service from your authorized dealer immediately.

POWER STEERING FLUID CHECK

Your vehicle is equipped with an electric power steering (EPS) system. There is no fluid reservoir to check or fill.

WASHER FLUID CHECK

Note: *The reservoir supplies the front and rear washer systems.*

When adding fluid, use a mixture of washer fluid and water to help prevent freezing in cold weather and improve the cleaning capability. We recommend that you use only high quality washer fluid.

For information on fluid dilution, refer to the product instructions.

DEP DEALER E-PROCESS

CHANGING THE 12V BATTERY

WARNINGS

Batteries normally produce explosive gases which can cause personal injury. Therefore, do not allow flames, sparks or lighted substances to come near the battery. When working near the battery, always shield your face and protect your eyes. Always provide proper ventilation.

When lifting a plastic-cased battery, excessive pressure on the end walls could cause acid to flow through the vent caps, resulting in personal injury and damage to the vehicle or battery. Lift the battery with a battery carrier or with your hands on opposite corners.

Keep batteries out of reach of children. Batteries contain sulfuric acid. Avoid contact with skin, eyes or clothing. Shield your eyes when working near the battery to protect against possible splashing of acid solution. In case of acid contact with skin or eyes, flush immediately with water for a minimum of 15 minutes and get prompt medical attention. If acid is swallowed, call a physician immediately.

Your vehicle is equipped with a Motorcraft® maintenance-free battery which normally does not require additional water during its life of service.

Note: *If your battery has a cover/shield, make sure it is reinstalled after the battery has been cleaned or replaced.*

Note: *See an authorized dealer for low voltage battery access, testing, or replacement.*

When a low voltage battery replacement is necessary, see an authorized dealer to replace the low voltage battery with a Ford recommended replacement low voltage battery that matches the electrical requirements of the vehicle

To ensure proper operation of the battery management system (BMS), do not allow a technician to connect any electrical device ground connection directly to the low voltage battery negative post. A connection at the low voltage battery negative post can cause inaccurate measurements of the battery condition and potential incorrect system operation.

Note: *If a person adds electrical or electronic accessories or components to the vehicle, the accessories or components may adversely affect the low voltage battery performance and durability and may also affect the performance of other electrical systems in the vehicle.*

For longer, trouble-free operation, keep the top of the battery clean and dry. Also, make certain the battery cables are always tightly fastened to the battery terminals.

If you see any corrosion on the battery or terminals, remove the cables from the terminals and clean with a wire brush. You can neutralize the acid with a solution of baking soda and water.

When a battery replacement is required, the battery should only be replaced with a Ford recommended replacement battery that matches the electrical requirements of the vehicle.

Because your vehicle's engine is electronically-controlled by a computer, some engine control settings are maintained by power from the low voltage battery. Some engine computer settings, like the idle trim and fuel trim strategy, optimize the driveability and performance of the engine. Some other computer settings, like the clock and radio station

DEP POWER E-PROCESS

presets, are also maintained in memory by power from the low voltage battery. When a technician disconnects and connects the low voltage battery, these settings are erased. Complete the following procedure in order to restore the settings:

1. With the vehicle at a complete stop, set the parking brake.
2. Shift the transmission into P.
3. Turn off all accessories.
4. Step on the brake pedal and start the vehicle.
5. Run the engine until it reaches normal operating temperature. While the engine is warming up, complete the following: Reset the clock. See **Audio System** (page 251). Reset the power windows bounce-back feature. See **Windows and Mirrors** (page 73). Reset the radio station presets. See **Audio System** (page 251).
6. Allow the engine to idle for at least one minute. If the engine turns off, step on the accelerator to start the engine.
7. While the engine is running, step on the brake pedal and shift the transmission to N.
8. Allow the engine to run for at least one minute by pressing on the accelerator pedal.
9. Drive the vehicle at least 10 miles (16 kilometers) to completely relearn the idle and fuel trim strategy.

Note: *If you do not allow the engine to relearn the idle and fuel trim strategy, the idle quality of your vehicle may be adversely affected until the engine computer eventually relearns the idle trim and fuel trim strategy.*

Note: *Always dispose of automotive batteries in a responsible manner. Follow your local authorized standards for disposal. Call your local authorized recycling center to find out more about recycling automotive batteries.*

Note: *It is recommended that the negative battery cable terminal be disconnected from the battery if you plan to store your vehicle for an extended period of time.*

CHECKING THE WIPER BLADES

E142463

Run the tip of your fingers over the edge of the blade to check for roughness.

Clean the wiper blades with washer fluid or water applied with a soft sponge or cloth.

CHANGING THE WIPER BLADES

You can manually move the wiper arms when you switch the ignition off. Pull the wiper blade and wiper arm away from the glass. This allows for ease of wiper blade replacement and cleaning under the wiper blades.

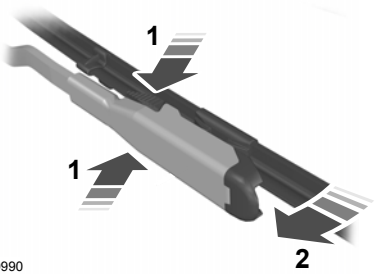
Replace wiper blades at least once per year for optimum performance.

Poor wiper quality can be improved by cleaning the wiper blades and the windshield.

DEP DEALER E-PROCESS

Changing the Front Wiper Blades

1. Pull the wiper blade and arm away from the glass.



E129990

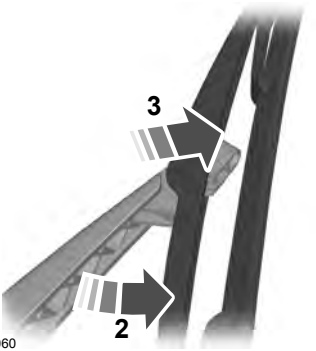
2. Press the locking buttons together.
3. Rotate and remove the wiper blade.
4. Install in the reverse order.

Note: *Make sure that the wiper blade locks into place. Lower the wiper arm and blade back to the windshield. The wiper arms will automatically return to their normal position when you switch the ignition on.*

Rear Window Wiper Blades

Liftgate

1. Lift the wiper arm.



E130060

2. Slightly rotate the wiper blade from the wiper arm.
3. Disengage the wiper blade from the wiper arm.
4. Remove the wiper blade.

Install new wiper blades in the reverse order.

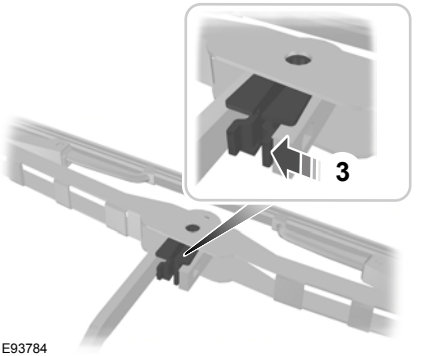
Note: *Make sure that the wiper blade locks into place.*

Double Rear Doors

E165586

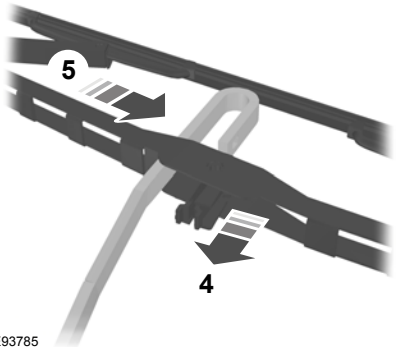
1. Lift the wiper arm.
2. Position the wiper blade at right angles to the wiper arm.

DEP DIGITAL EXPERIENCE PROCESS
Transit Connect (CHC) Canada/United States of America, enUSA, First Printing



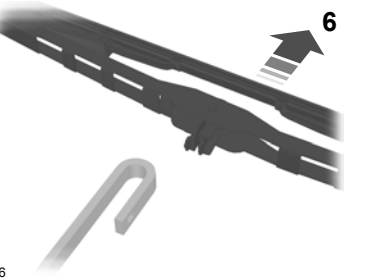
E93784

3. Disengage the wiper blade from the wiper arm.



E93785

4. Unhook the wiper blade from the wiper arm.
5. Slide the wiper blade to the side.



E93786

6. Remove the wiper blade.

Install new wiper blades in the reverse order.

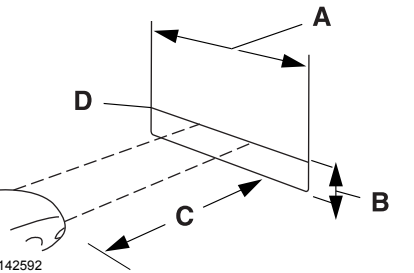
Note: *Make sure that the wiper blade locks into place.*

ADJUSTING THE HEADLAMPS

Vertical Aim Adjustment

If your vehicle has been involved in a crash, have the aim of the headlamp beam checked by an authorized dealer.

Headlamp Aiming Target



E142592

A	8 feet (2.4 meters)
B	Ground to the center of the headlamp bulb

Transit Connect (CHC) Canada/United States of America, enUSA, First Printing

C 25 feet (7.6 meters)

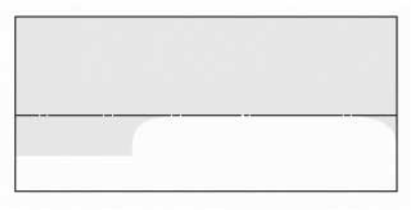
D Horizontal reference line

Vertical Aim Adjustment Procedure

1. Park your vehicle on level ground approximately 25 feet (7.6 meters) from a wall or screen.
2. Measure the distance from the ground to the center of the headlamp bulb and mark an 8 foot (2.4 meter) long horizontal reference line on the wall or screen at this height.

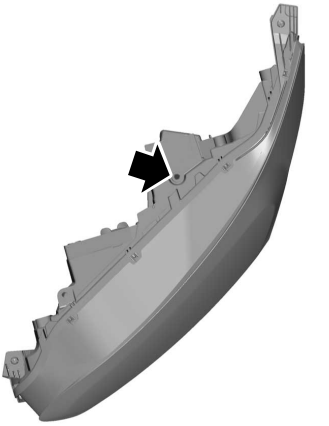
Note: *To see a clearer light pattern while adjusting one headlamp, you may want to block the light from the other headlamp.*

3. Switch on the low beam headlamps and open the hood.



E142465

4. On the wall or screen you will observe a flat zone of high intensity light located at the top of the beam pattern. If the top edge of the flat zone of high intensity light is not on the horizontal reference line, adjust the aim of the headlamp beam.



E164485

5. Locate the vertical adjuster on each headlamp. Use a suitable tool, for example a screwdriver or hexagonal socket, to turn the adjuster clockwise or counterclockwise to adjust the vertical aim of the headlamp. The horizontal edge of the brighter light should touch the horizontal reference line.
6. Close the hood and switch off the lamps.

Horizontal Aim Adjustment

The horizontal aim of the headlamp beam on your vehicle is not adjustable.

CHANGING A BULB

WARNINGS

Switch the lamps and the ignition off. Failure to do so could result in serious personal injury.

Transcribed by DEP POWER E-PROCESS

WARNINGS

Bulbs can become hot, let the bulb cool down before removing it. Failure to do so could result in personal injury.

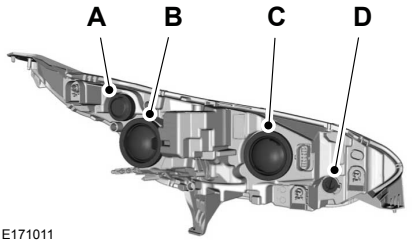
The following instructions describe how to remove the bulbs. Fit replacements in the reverse order unless otherwise stated.

You must fit bulbs of the correct specification. See **Bulb Specification Chart** (page 202).

Note: *We recommended that you see an authorized dealer to change the headlamp bulbs if your vehicle is fitted with air conditioning. Some bulbs are difficult to access.*

Headlamp

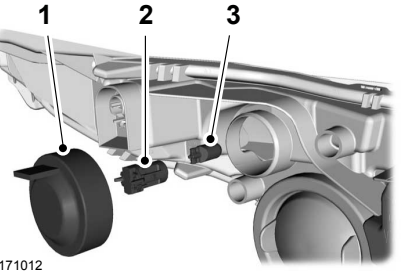
Remove the covers to gain access to the bulbs.



E171011

A	Side marker
B	Headlamp low beam and side lamp
C	Headlamp high beam
D	Direction indicator

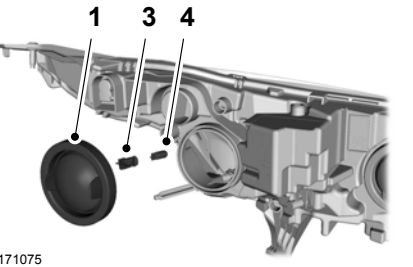
Side Marker



E171012

1. Remove the cover.
2. Remove the bulb holder by pulling it straight out.
3. Remove the bulb from the bulb holder by pulling it straight out.

Side Lamp



E171075

1. Remove the cover.
2. Remove headlamp low beam bulb.
3. Remove the side lamp bulb holder by pulling it straight out.
4. Remove the bulb from the bulb holder by pulling it straight out.

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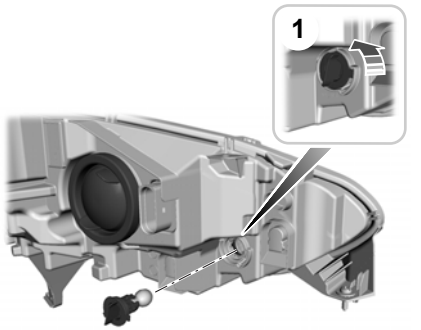
Direction Indicator

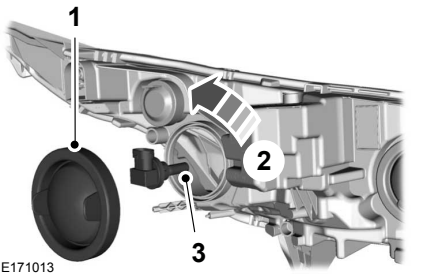


E165475

1. Turn the bulb holder counterclockwise and remove it.

Note: *You cannot separate the bulb from the bulb holder.*

Headlamp Low Beam

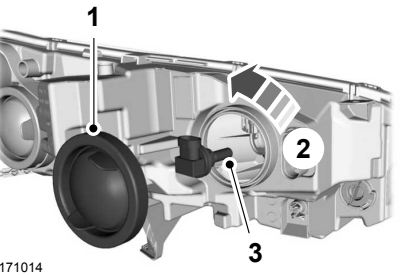


E171013

1. Remove the cover.
2. Turn the bulb holder counterclockwise and remove it.
3. Remove the bulb by pulling it straight out.

Note: *Do not touch the glass of the bulb.*

Headlamp High Beam

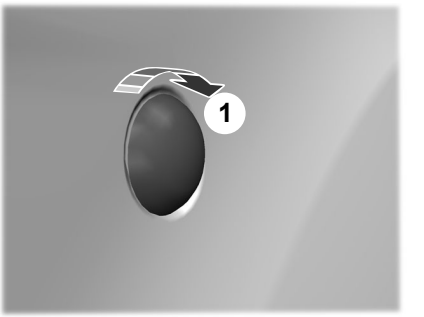


E171014

1. Remove the cover.
2. Turn the bulb holder counterclockwise and remove it.

Note: *Do not touch the glass of the bulb.*

Side Direction Indicator



E165495

1. Turn the lamp clockwise and remove it.

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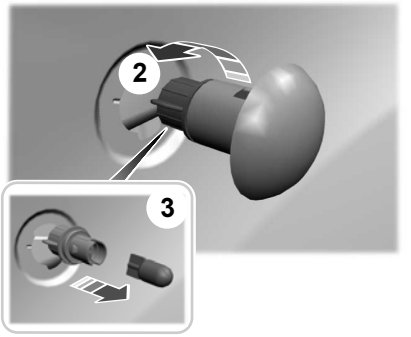
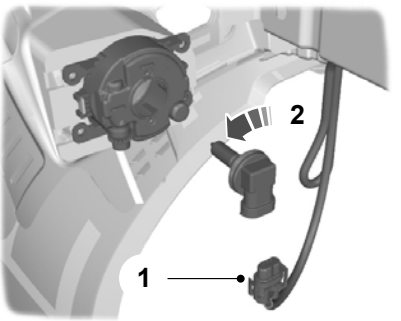
Transit Connect (CHC) Canada/United States of America, enUSA, First Printing



E165496

2. Hold the bulb holder and turn the lamp counterclockwise and remove it.
3. Remove the bulb by pulling it straight out.

Front Fog Lamps



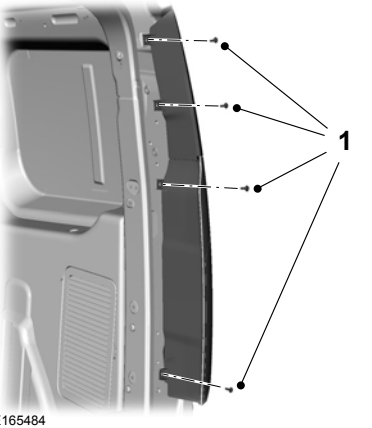
E71062

1. Disconnect the electrical connector.
2. Turn the bulb holder counterclockwise and remove it.

Note: *Do not touch the glass of the bulb.*

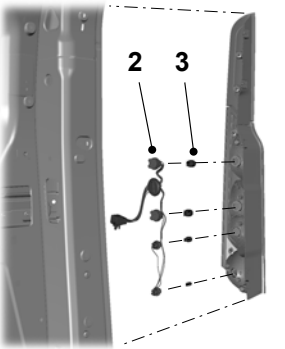
Note: *You cannot separate the bulb from the bulb holder.*

Rear Lamps



E165484

1. Remove the screws.



E165485

2. Turn the bulb holders counterclockwise to remove them.
3. Remove the bulbs by pulling them straight out.

Central High Mounted Brake Lamp

These are not serviceable items, see an authorized dealer if they fail.

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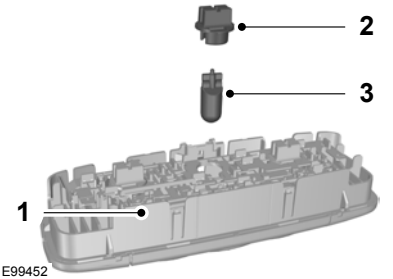
License Plate Lamp

These are not serviceable items, see an authorized dealer if they fail.

Interior Lamps

Front Interior Lamp



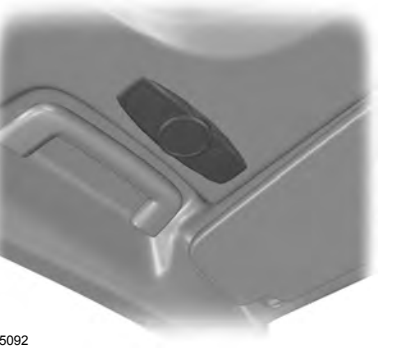
E99452

1. Carefully remove the lamp.
2. Turn the bulb holder counterclockwise and remove it.

E73939

3. Remove the bulb by pulling it straight out.

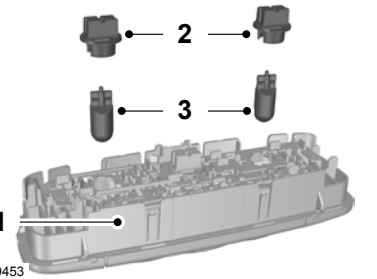
Front Interior LED Lamps



E125092

Note: *If your vehicle has LED lamps these are not serviceable items, see an authorized dealer if they fail.*

Reading Lamps



E99453

1. Carefully remove the lamp.
2. Turn the bulb holder counterclockwise and remove it.
3. Remove the bulb by pulling it straight out.

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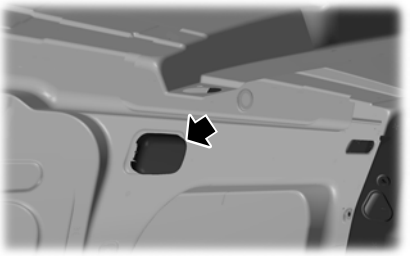
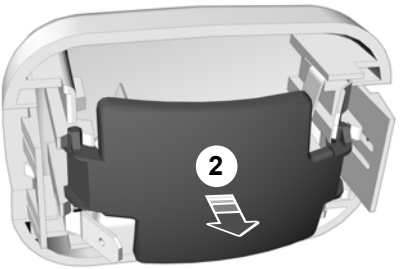
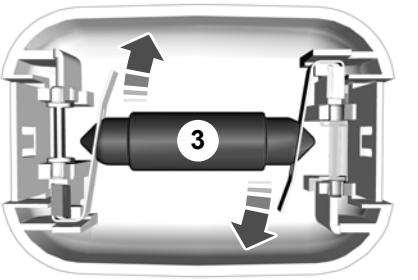
Cargo Area Lamp



E163429

1. Pry off the lamp cover.





E166153

2. Remove the cover.
3. Remove the bulb.

BULB SPECIFICATION CHART

Lamp	Specification	Power (watt)
Brake and tail lamp.	W21/5W	21/5
Cornering lamps.	H11	55
Front direction indicator.	PY24W	24
Front fog lamp.	H11	55
Front side lamp.	W5W	5
Front side marker lamp.	W5W	5
Headlamp high beam.	H9	55
Headlamp low beam.	H11	55

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Lamp	Specification	Power (watt)
Interior lamp.	W6W	6
License plate lamp.	W5W	5
Luggage compartment lamp.	211 Festoon	10
Map lamp.	W5W	5
Rear direction indicator.	WY21W	21
Rear Dome lamp.*	LED**	LED**
Reversing lamp.	W16W	16
Side direction indicator.	W5W	5

*Vehicles with panoramic roof.

**LED lamps are not serviceable items.

DEP POWER E-PROCESS

CHANGING THE ENGINE AIR FILTER

WARNING

To reduce the risk of vehicle damage and/or personal burn injuries do not start your engine with the air cleaner removed and do not remove it while the engine is running.

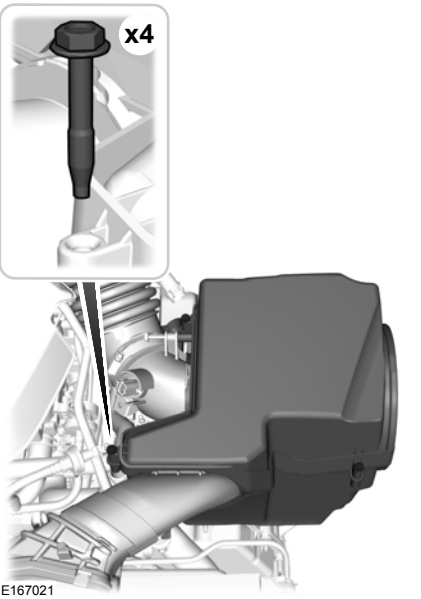
When changing the air filter element, use only the air filter element listed. See **Capacities and Specifications** (page 246).

For EcoBoost equipped vehicles: When servicing the air cleaner, it is important that no foreign material enter the air induction system. The engine and turbocharger are susceptible to damage from even small particles.

Change the air filter element at the proper interval. See **Maintenance** (page 185).

Note: *Failure to use the correct air filter element may result in severe engine damage. The customer warranty may be void for any damage to the engine if the correct air filter element is not used.*

EcoBoost Engines



E167021

1. Remove the retaining screws that secure the air filter housing cover.
2. Carefully lift the air filter housing cover.
3. Remove the air filter element from the air filter housing.
4. Wipe any dirt or debris from the air filter housing and cover to make sure no dirt gets in the engine and to make sure you have a good seal.
5. Install a new air filter element. Be careful not to crimp the filter element edges between the air filter housing and cover. This could cause filter damage and allow unfiltered air to enter the engine if not properly seated.

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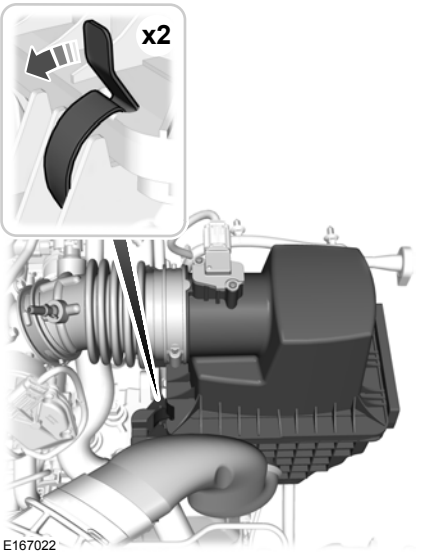
6. Install the air filter housing cover.
7. Install the retaining screws to secure the air filter housing cover to the air filter housing.

2.5L Engine



1. Release the clamps that secure the air filter housing cover.
2. Carefully lift the air filter housing cover.
3. Remove the air filter element from the air filter housing.
4. Wipe any dirt or debris from the air filter housing and cover to make sure no dirt gets in the engine and to make sure you have a good seal.
5. Install a new air filter element. Be careful not to crimp the filter element edges between the air filter housing and cover. This could cause filter damage and allow unfiltered air to enter the engine if not properly seated.
6. Install the air filter housing cover.
7. Engage the clamps to secure the air filter housing cover to the air filter housing.

TECHNICAL SPECIFICATIONS - 1.6L ECOBOOST™

WARNING

The air conditioning refrigerant system contains refrigerant R-134a under high pressure. Only qualified personnel should service the air conditioning refrigerant system. Opening the air conditioning refrigerant system can cause personal injury.

Capacities

Item	Capacity
Engine cooling system	6.3 qt (6 L)
Engine lubrication system - including the oil filter	4.3 qt (4.05 L)
Engine lubrication system - excluding the oil filter	4.0 qt (3.75 L)
Engine oil top-up - raise the level on the dipstick from minimum to maximum	0.8 qt (0.75 L)

DEP DEARBORN ENGINEERING E-PROCESS

Item	Capacity
Automatic transmission fluid[1]	9.0 qt (8.5 L)
Fuel tank	15.85 gal (60 L)
Windshield washer fluid	3.1 qt (2.9 L)
A/C refrigerant	1.5 lb (0.68 kg)
A/C refrigerant - with auxiliary system	1.9 lb (0.875 kg)
A/C refrigerant compressor oil	4.6 fl oz (136 ml)
A/C refrigerant compressor oil - with auxiliary system	7.4 fl oz (220 ml)

[1]Approximate dry fill capacity. Actual amount may vary during fluid changes.

Specifications

Materials

Name	Specification
Motorcraft® SAE 5W-20 Premium Synthetic Blend Motor Oil (U.S.) XO-5W20-QSP (U.S.)	WSS-M2C945-A
Motorcraft® SAE 5W-20 Full Synthetic Motor Oil (U.S.) XO-5W20-QFS (U.S.)	WSS-M2C945-A
Motorcraft® MERCON® LV Automatic Transmission Fluid (U.S.) XT-10-QLVC (U.S.)	WSS-M2C938-A MERCON® LV
Motorcraft® Orange Antifreeze/Coolant Prediluted (U.S.) VC-3DIL-B (U.S.)	WSS-M97B44-D2
Motorcraft® DOT 4 LV High Performance Motor Vehicle Brake Fluid PM-20	WSS-M6C65-A2
Motorcraft® Premium Windshield Wash Concentrate with Bitterant (U.S.) ZC-32-B2 (U.S.)	WSS-M14P19-A
Motorcraft® Multi-Purpose Grease Spray XL-5	ESB-M1C93-B
Motorcraft® R-134a Refrigerant (U.S.) YN-19 (U.S.)	WSH-M17B19-A
Motorcraft® PAG Refrigerant Compressor Oil YN-12-D	WSH-M1C231-B
Premium Long-Life Grease XG-1-E1	ESA-M1C75-B

DEP DEALER E-PROCESS

Name	Specification
Penetrating and Lock Lubricant XL-1	-

If you use oil and fluids that do not meet the defined specification and viscosity grade, this may lead to:

- Component damage which is not covered by the vehicle warranty.
- Longer engine cranking periods.
- Increased emission levels.
- Reduced engine performance.
- Reduced fuel economy.
- Degraded brake performance.

Use of synthetic or synthetic blend motor oil is not mandatory. Only use fluid that meets Ford specifications. Motor oils of the recommended viscosity grade that meet API SN requirements and display the API Certification Mark for gasoline engines are also acceptable. Do not use oil labeled with API SN service category unless the label also displays the API certification mark.

E142732

An oil that displays this symbol conforms to current engine, emission system and fuel economy performance standards of the International Lubricant Standardization and Approval Committee (ILSAC).

Do not use supplemental engine oil additives because they are unnecessary and could lead to engine damage that may not be covered by your vehicle warranty.

Note: *Ford recommends using DOT 4 Low Viscosity (LV) High Performance Brake Fluid or equivalent meeting WSS-M6C65-A2. Use of any fluid other than the recommended fluid may cause degraded brake performance and not meet the Ford performance standards. Keep brake fluid clean and dry. Contamination with dirt, water, petroleum products or other materials may result in brake system damage and possible failure.*

Note: *Automatic transmissions that require MERCON LV transmission fluid should only use MERCON LV transmission fluid. The use of any other fluid may cause transmission damage.*

TECHNICAL SPECIFICATIONS - 2.5L

WARNING

The air conditioning refrigerant system contains refrigerant R-134a under high pressure. Only qualified personnel should service the air conditioning refrigerant system. Opening the air conditioning refrigerant system can cause personal injury.

DEP DEARBORN ENGINEERING E-PROCESS

Capacities

Item	Capacity
Engine cooling system	8.5 qt (8 L)
Engine lubrication system - including the oil filter	5.7 qt (5.4 L)
Engine lubrication system - excluding the oil filter	5.4 qt (5.1 L)
Engine oil top-up - raise the level on the dipstick from minimum to maximum	0.8 qt (0.75 L)
Automatic transmission fluid[1]	9.0 qt (8.5 L)
Fuel tank	15.85 gal (60 L)
Windshield washer fluid	3.1 qt (2.9 L)
A/C refrigerant	1.5 lb (0.68 kg)
A/C refrigerant - with auxiliary system	1.9 lb (0.875 kg)
A/C refrigerant compressor oil	4.6 fl oz (136 ml)
A/C refrigerant compressor oil - with auxiliary system	7.4 fl oz (220 ml)

[1]Approximate dry fill capacity. Actual amount may vary during fluid changes.

Specifications

Materials

Name	Specification
Motorcraft® SAE 5W-20 Premium Synthetic Blend Motor Oil (U.S.) XO-5W20-QSP (U.S.)	WSS-M2C945-A
Motorcraft® SAE 5W-20 Full Synthetic Motor Oil (U.S.) XO-5W20-QFS (U.S.)	WSS-M2C945-A
Motorcraft® MERCON® LV Automatic Transmission Fluid (U.S.) XT-10-QLVC (U.S.)	WSS-M2C938-A MERCON® LV
Motorcraft® Orange Antifreeze/Coolant Prediluted (U.S.) VC-3DIL-B (U.S.)	WSS-M97B44-D2
Motorcraft® DOT 4 LV High Performance Motor Vehicle Brake Fluid PM-20	WSS-M6C65-A2
Motorcraft® Premium Windshield Wash Concentrate with Bitterant (U.S.)	WSS-M14P19-A

DEP DEALER E-PROCESS

Name	Specification
ZC-32-B2 (U.S.)	
Motorcraft® Multi-Purpose Grease Spray XL-5	ESB-M1C93-B
Motorcraft® R-134a Refrigerant (U.S.) YN-19 (U.S.)	WSH-M17B19-A
Motorcraft® PAG Refrigerant Compressor Oil YN-12-D	WSH-M1C231-B
Premium Long-Life Grease XG-1-E1	ESA-M1C75-B
Penetrating and Lock Lubricant XL-1	-

If you use oil and fluids that do not meet the defined specification and viscosity grade, this may lead to:

- Component damage which is not covered by the vehicle warranty.
- Longer engine cranking periods.
- Increased emission levels.
- Reduced engine performance.
- Reduced fuel economy.
- Degraded brake performance.

Use of synthetic or synthetic blend motor oil is not mandatory. Only use fluid that meets Ford specifications. Motor oils of the recommended viscosity grade that meet API SN requirements and display the API Certification Mark for gasoline engines are also acceptable. Do not use oil labeled with API SN service category unless the label also displays the API certification mark.

E142732

An oil that displays this symbol conforms to current engine, emission system and fuel economy performance standards of the International Lubricant Standardization and Approval Committee (ILSAC).

Do not use supplemental engine oil additives because they are unnecessary and could lead to engine damage that may not be covered by your vehicle warranty.

Note: *Ford recommends using DOT 4 Low Viscosity (LV) High Performance Brake Fluid or equivalent meeting WSS-M6C65-A2. Use of any fluid other than the recommended fluid may cause degraded brake performance and not meet the Ford performance standards. Keep brake fluid clean and dry. Contamination with dirt, water, petroleum products or other materials may result in brake system damage and possible failure.*

DEP
DEARBORN ENGINEERING E-PROCESS

Note: *Automatic transmissions that require MERCON LV transmission fluid should only use MERCON LV transmission fluid. The use of any other fluid may cause transmission damage.*

DEP DEALER E-PROCESS

CLEANING PRODUCTS

For best results, use the following products or products of equivalent quality:

- Motorcraft Bug and Tar Remover (ZC-42)
- Motorcraft Custom Bright Metal Cleaner (ZC-15)
- Motorcraft Detail Wash (ZC-3-A)
- Motorcraft Dusting Cloth (ZC-24)
- Motorcraft Engine Shampoo and Degreaser (U.S. only) (ZC-20)
- Motorcraft Engine Shampoo (Canada only) (CXC-66-A)
- Motorcraft Multi-Purpose Cleaner (Canada only) (CXC-101)
- Motorcraft Premium Glass Cleaner (Canada only) (CXC-100)
- Motorcraft Premium Quality Windshield Washer Fluid (Canada only) [CXC-37-(A, B, D or F)]
- Motorcraft Premium Windshield Wash Concentrate with Bitterant (U.S. only) (ZC-32-B2)
- Motorcraft Professional Strength Carpet & Upholstery Cleaner (ZC-54)
- Motorcraft Premium Leather and Vinyl Cleaner (ZC-56)
- Motorcraft Spot and Stain Remover (U.S. only) (ZC-14)
- Motorcraft Ultra-Clear Spray Glass Cleaner (ZC-23)
- Motorcraft Wheel and Tire Cleaner (ZC-37-A)

CLEANING THE EXTERIOR

Wash your vehicle regularly with cool or lukewarm water and a neutral pH shampoo, we recommend Motorcraft Detail Wash.

- Never use strong household detergents or soap, for example dish washing or laundry liquid. These products can discolor and spot painted surfaces.
- Never wash your vehicle when is hot to the touch, or during strong or direct sunlight.
- Dry your vehicle with a chamois or soft terry cloth towel to eliminate water spotting.
- Immediately remove fuel spillages, bird droppings, insect deposits and road tar. These may cause damage to your vehicle's paintwork or trim over time. We recommend Motorcraft Bug and Tar Remover.
- Remove any exterior accessories, for example antennas, before entering a car wash.

Note: *Suntan lotions and insect repellents can damage painted surfaces. If these substances come in contact with your vehicle, wash the affected area as soon as possible.*

Exterior Chrome Parts

- Apply a high quality-cleaning product to bumpers and other chrome parts. Follow the manufacturer's instructions. We recommend Motorcraft Custom Bright Metal Cleaner.
- Do not apply the cleaning product to hot surfaces. Do not leave the cleaning product on chrome surfaces longer than the time recommended.
- Using other non-recommended cleaners can result in severe and permanent cosmetic damage.

Note: *Never use abrasive materials, for example steel wool or plastic pads as they can scratch the chrome surface.*

Note: *Do not use chrome cleaner, metal cleaner or polish on wheels or wheel covers.*

DEP POWER E-PROCESS

Exterior Plastic Parts

For routine cleaning we recommend Motorcraft Detail Wash. If tar or grease spots are present, we recommend Motorcraft Bug and Tar Remover.

Stripes or Graphics (If Equipped)

Do not use a commercial or high-pressure sprayer on the surface or edge of stripes and graphics. This can damage them and cause the edges to peel away from the vehicle surface.

Underbody

Flush the complete underside of your vehicle frequently. Keep body and door drain holes free of debris or foreign material.

WAXING

Regular waxing is necessary to protect your car's paint from the elements. We recommend that you wash and wax the painted surface once or twice a year.

When washing and waxing, park your vehicle in a shaded area out of direct sunlight. Always wash your vehicle before applying wax.

- Use a quality wax that does not contain abrasives.
- Follow the manufacturer's instructions to apply and remove the wax.
- Apply a small amount of wax in a back-and-forth motion, not in circles.
- Do not allow wax to come in contact with any non-body (low-gloss black) colored trim. The wax will discolor or stain the parts over time.
  - Roof racks.
  - Bumpers.
  - Grained door handles.
  - Side moldings.
  - Mirror housings.
  - Windshield cowl area.
- Do not apply wax to glass areas.
- After waxing, your car's paint should feel smooth, and be free of streaks and smudges.

CLEANING THE ENGINE

Engines are more efficient when they are clean because grease and dirt buildup keep the engine warmer than normal.

When washing:

- Take care when using a power washer to clean the engine. The high-pressure fluid could penetrate the sealed parts and cause damage.
- Do not spray a hot engine with cold water to avoid cracking the engine block or other engine components.
- Spray Motorcraft Engine Shampoo and Degreaser on all parts that require cleaning and pressure rinse clean. In Canada, use Motorcraft Engine Shampoo.
- Never wash or rinse the engine while it is hot or running; water in the running engine may cause internal damage.

DEP DEALER E-PROCESS

- Never wash or rinse any ignition coil, spark plug wire or spark plug well, or the area in and around these locations.
- Cover the battery, power distribution box, and air filter assembly to prevent water damage when cleaning the engine.

CLEANING THE WINDOWS AND WIPER BLADES

Car wash chemicals and environmental fallout can result in windshield and wiper blade contamination. Dirty windshield and wipers will result in poor windshield wiper operation. Keep the windshield and wiper blades clean to maintain windshield wiper performance.

To clean the windshield and wiper blades:

- Clean the windshield with a non-abrasive glass cleaner.
- For windshields contaminated with tree sap, chemicals, wax or bugs, clean the entire windshield using steel wool (no greater than 0000 grade) in a circular motion and rinse with water.
- Clean the wiper blades with isopropyl rubbing alcohol or windshield washer concentrate.

Note: *Do not use razor blades or other sharp objects to clean or remove decals from the inside of the heated rear window. The vehicle warranty does not cover damage caused to the heated rear window grid lines.*

CLEANING THE INTERIOR

WARNINGS

Do not use cleaning solvents, bleach or dye on the vehicle's safety belts, as these actions may weaken the belt webbing.

WARNINGS

On vehicles equipped with seat-mounted airbags, do not use chemical solvents or strong detergents. Such products could contaminate the side airbag system and affect performance of the side airbag in a collision.

For fabric, carpets, cloth seats, safety belts and seats equipped with side airbags:

- Remove dust and loose dirt with a vacuum cleaner.
- Remove light stains and soil with Motorcraft Professional Strength Carpet & Upholstery Cleaner.
- If grease or tar is present on the material, spot-clean the area first with Motorcraft Spot and Stain Remover. In Canada, use Motorcraft Multi-Purpose Cleaner.
- If a ring forms on the fabric after spot cleaning, clean the entire area immediately (but do not oversaturate) or the ring will set.
- Do not use household cleaning products or glass cleaners, which can stain and discolor the fabric and affect the flame retardant abilities of the seat materials.

CLEANING THE INSTRUMENT PANEL AND INSTRUMENT CLUSTER LENS

WARNING

Do not use chemical solvents or strong detergents when cleaning the steering wheel or instrument panel to avoid contamination of the airbag system.

DEP DEARBORN ENGINEERING E-PROCESS

Note: *Follow the same procedure as cleaning leather seats for cleaning leather instrument panels and leather interior trim surfaces. See* ***Cleaning Leather Seats*** *(page 214).*

Clean the instrument panel and cluster lens with a clean, damp and soft cloth, then use a clean, dry and soft cloth to dry these areas.

- Avoid cleaners or polishes that increase the gloss of the upper portion of the instrument panel. The dull finish in this area helps protect you from undesirable windshield reflection.
- Do not use any household cleaning products or glass cleaners as these may damage the finish of the instrument panel, interior trim and cluster lens.
- Wash or wipe your hands clean if you have been in contact with certain products such as insect repellent and suntan lotion to avoid possible damage to the interior painted surfaces.
- Do not allow air fresheners and hand sanitizers to spill onto interior surfaces. If a spill occurs, wipe off immediately. Your warranty may not cover these damages.

If a staining liquid like coffee or juice has been spilled on the instrument panel or on interior trim surfaces:

1. Wipe up spilled liquid using a clean, soft cloth as quickly as possible.
2. Use Motorcraft Premium Leather and Vinyl Cleaner or a commercially available leather cleaning product for automotive interiors. Test any cleaner or stain remover on an inconspicuous area.
3. Alternatively, wipe the surface with a clean, soft cloth and a mild soap and water solution. Dry the area with a clean, soft cloth.
4. If necessary, apply more soap and water solution or cleaning product to a clean, soft cloth and press it onto the soiled area. Allow this to set at room temperature for 30 minutes.
5. Remove the soaked cloth, then with a clean, damp cloth, use a rubbing motion for 60 seconds on the soiled area.
6. Dry the area with a clean, soft cloth.

CLEANING LEATHER SEATS (If Equipped)

Note: *Follow the same procedure as cleaning leather seats for cleaning leather instrument panels and leather interior trim surfaces.*

For routine cleaning, wipe the surface with a soft, damp cloth and a mild soap and water solution. Dry the area with a clean, soft cloth.

For cleaning and removing spots and stains such as dye transfer, use Motorcraft Premium Leather and Vinyl Cleaner or a commercially available leather cleaning product for automotive interiors.

Note: *Test any cleaner or stain remover on an inconspicuous area.*

You should:

- Remove dust and loose dirt with a vacuum cleaner.
- Clean and treat spills and stains as soon as possible.

Do not use the following products as these may damage the leather:

- Oil and petroleum or silicone-based leather conditioners.
- Household cleaners.

DEP DEALER E-PROCESS

- Alcohol solutions.
- Solvents or cleaners intended specifically for rubber, vinyl and plastics.

Note: *Do not use Motorcraft Premium Leather and Vinyl Cleaner ZC-56 on Lincoln Black Label, Presidential or Reserve Leathers because it can damage those and other semi-aniline leather seating fabrics. It can also damage surround microfiber accent surfaces. To clean Lincoln Black Label, Presidential or Reserve Leathers, first vacuum the seats to remove loose dirt. Then wipe the leather with a clean soft cloth dampened with lukewarm water and a mild soap. Wiper the leather again with a slightly damp cloth to remove soap residue, and dry with a soft cloth. To maintain the leather's resiliency, it should be cleaned whenever soiled.*

REPAIRING MINOR PAINT DAMAGE

You should repair paintwork damage caused by stones from the road or minor scratches as soon as possible. A choice of products are available from an authorized dealer.

Remove particles such as bird droppings, tree sap, insect deposits, tar spots, road salt and industrial fallout before repairing paint chips.

Always read and follow the manufacturer's instructions before using the products.

CLEANING THE ALLOY WHEELS

Note: *Do not apply a cleaning chemical to warm or hot wheel rims and covers.*

Note: *Some automatic car washes may cause damage to the finish on your wheel rims and covers.*

Note: *Industrial-strength or heavy-duty cleaners in combination with brush agitation to remove brake dust and dirt, could wear away the clear coat finish over a period time.*

Note: *Do not use hydrofluoric acid-based or high caustic-based wheel cleaners, steel wool, fuels or strong household detergents.*

Note: *If you intend parking your vehicle for an extended period after cleaning the wheels with a wheel cleaner, drive your vehicle for a few minutes before doing so. This will reduce the risk of increased corrosion of the brake discs.*

Alloy wheels and wheel covers are coated with a clear coat paint finish. To maintain their condition we recommend that you:

- Clean the wheels weekly using Motorcraft Wheel and Tire Cleaner. Apply using manufacturer's instructions.
- Use a sponge to remove heavy deposits of dirt and brake dust accumulation.
- Rinse thoroughly with a strong stream of water when you have completed the cleaning process.
- To remove tar and grease, use Motorcraft Bug and Tar Remover.

VEHICLE STORAGE

If you plan on storing your vehicle for 30 days or more, read the following maintenance recommendations to make sure your vehicle stays in good operating condition.

We engineer and test all motor vehicles and their components for reliable, regular driving. Under various conditions, long-term storage may lead to degraded engine performance or failure unless you use specific precautions to preserve engine components.

DEP POWER E-PROCESS

General

- Store all vehicles in a dry, ventilated place.
- Protect from sunlight, if possible.
- If vehicles are stored outside, they require regular maintenance to protect against rust and damage.

Body

- Wash your vehicle thoroughly to remove dirt, grease, oil, tar or mud from exterior surfaces, rear-wheel housing and the underside of front fenders.
- Periodically wash your vehicle if it is stored in exposed locations.
- Touch-up exposed or primed metal to prevent rust.
- Cover chrome and stainless steel parts with a thick coat of auto wax to prevent discoloration. Re-wax as necessary when you wash your vehicle.
- Lubricate all hood, door and trunk lid hinges, and latches with a light grade oil.
- Cover interior trim to prevent fading.
- Keep all rubber parts free from oil and solvents.

Engine

- The engine oil and filter should be changed prior to storage because used engine oil contains contaminates that may cause engine damage.
- Start the engine every 15 days for a minimum of 15 minutes. Run at fast idle with the climate controls set to defrost until the engine reaches normal operating temperature.
- With your foot on the brake, shift through all the gears while the engine is running.
- We recommend that you change the engine oil before you use your vehicle again.

Fuel system

- Fill the fuel tank with high-quality fuel until the first automatic shutoff of the fuel pump nozzle.

Cooling system

- Protect against freezing temperatures.
- When removing your vehicle from storage, check coolant fluid level. Confirm that there are no cooling system leaks and that fluid is at the recommended level.

Battery

- Check and recharge as necessary. Keep connections clean.
- If storing your vehicle for more than 30 days without recharging the battery, we recommend that you disconnect the battery cables to maintain battery charge for quick starting.

Note: *It is necessary to reset memory features if battery cables are disconnected.*

Brakes

- Make sure the brakes and parking brake release fully.

Tires

- Maintain recommended air pressure.

DEP DEALER E-PROCESS

Miscellaneous

- Make sure all linkages, cables, levers and pins under your vehicle are covered with grease to prevent rust.
- Move vehicles at least 25 ft (7.5 m) every 15 days to lubricate working parts and prevent corrosion.

Removing Vehicle From Storage

When your vehicle is ready to come out of storage, do the following:

- Wash your vehicle to remove any dirt or grease film build-up on window surfaces.
- Check windshield wipers for any deterioration.
- Check under the hood for any foreign material that may have collected during storage such as mice or squirrel nests.
- Check the exhaust for any foreign material that may have collected during storage.
- Check tire pressures and set tire inflation per the Tire Label.
- Check brake pedal operation. Drive your vehicle 15 ft (4.5 m) back and forth to remove rust build-up.
- Check fluid levels (including coolant, oil and gas) to make sure there are no leaks, and fluids are at recommended levels.
- If you remove the battery, clean the battery cable ends and inspect.

Contact an authorized dealer if you have any concerns or issues.

DEP POWER E-PROCESS

GENERAL INFORMATION

Notice to Utility Vehicle, Van and Truck Owners

WARNINGS

Utility vehicles have a significantly higher rollover rate than other types of vehicles. To reduce the risk of serious injury or death from a rollover or other crash you must avoid sharp turns and abrupt maneuvers, drive at safe speeds for the conditions, keep tires properly inflated, never overload or improperly load your vehicle, and make sure every passenger is properly restrained.

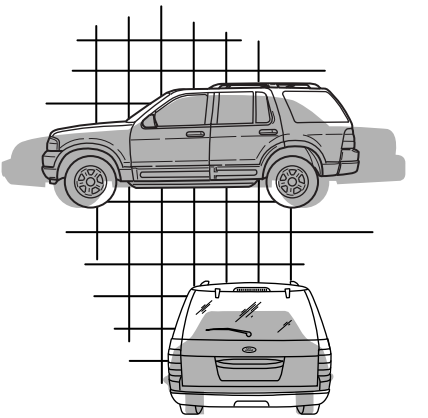
In a rollover crash, an unbelted person is significantly more likely to die than a person wearing a seat belt. All occupants must wear seat belts. Children and infants must use appropriate restraints to minimize the risk of injury or ejection.

E145298

Utility vehicles and trucks handle differently than passenger cars in the various driving conditions that are encountered on streets, highways and off-road. Utility vehicles and trucks are not designed for cornering at speeds as high as passenger cars any more than low-slung sports cars are designed to perform satisfactorily under off-road conditions.

How Your Vehicle Differs from Other Vehicles

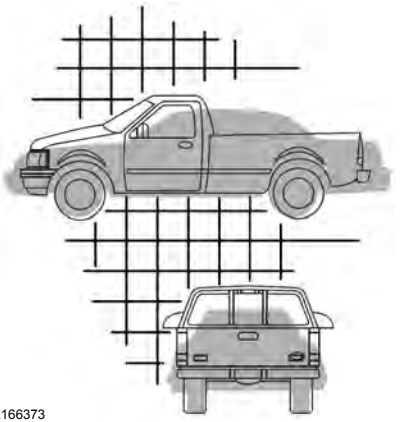
Sport-utility vehicles, vans and trucks can differ from some other vehicles in a few noticeable ways. Your vehicle may be:



E145299

- Higher - to allow higher load carrying capacity and to allow it to travel over rough terrain without getting hung up or damaging underbody components.
- Shorter - to give it the capability to approach inclines and drive over the crest of a hill without getting hung up or damaging underbody components. All other things held equal, a shorter wheelbase may make your vehicle quicker to respond to steering inputs than a vehicle with a longer wheelbase.
- Narrower - to provide greater maneuverability in tight spaces, particularly in off-road use.

DEP DEALER E-PROCESS



E166373

As a result of the above dimensional differences, sport-utility vehicles, vans and trucks often will have a higher center of gravity and a greater difference in center of gravity between the loaded and unloaded condition.

These differences that make your vehicle so versatile also make it handle differently than an ordinary passenger car.

TIRE CARE

Information About Uniform Tire Quality Grading

E142542

Tire Quality Grades apply to new pneumatic passenger car tires. The tire Quality Grades can be found where applicable on the tire sidewall between tread shoulder and maximum section width. For example: **Treadwear 200 Traction AA Temperature A**.

These Tire Quality Grades are determined by standards that the United States Department of Transportation has set.

Tire Quality Grades apply to new pneumatic passenger car tires. They do not apply to deep tread, winter-type snow tires, space-saver or temporary use spare tires, light truck or LT type tires, tires with nominal rim diameters of 10 to 12 inches or limited production tires as defined in Title 49 Code of Federal Regulations Part 575.104 ©)(2).

U.S. Department of Transportation-Tire quality grades: The U.S. Department of Transportation requires Ford Motor Company to give you the following information about tire grades exactly as the government has written it.

Treadwear

The treadwear grade is a comparative rating based on the wear rate of the tire when tested under controlled conditions on a specified government test course. For example, a tire graded 150 would wear 1½ times as well on

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the government course as a tire graded 100. The relative performance of tires depends upon the actual conditions of their use, however, and may depart significantly from the norm due to variations in driving habits, service practices, and differences in road characteristics and climate.

Traction AA A B C

WARNING

The traction grade assigned to this tire is based on straight-ahead braking traction tests, and does not include acceleration, cornering, hydroplaning or peak traction characteristics.

The traction grades, from highest to lowest are AA, A, B, and C. The grades represent the tire's ability to stop on wet pavement as measured under controlled conditions on specified government test surfaces of asphalt and concrete. A tire marked C may have poor traction performance.

Temperature A B C

WARNING

The temperature grade for this tire is established for a tire that is properly inflated and not overloaded. Excessive speed, under-inflation, or excessive loading, either separately or in combination, can cause heat buildup and possible tire failure.

The temperature grades are A (the highest), B and C, representing the tire's resistance to the generation of heat and its ability to dissipate heat when tested under controlled conditions on a specified indoor laboratory test wheel. Sustained high temperature can cause the material of the tire to degenerate and reduce tire life, and excessive temperature can lead to sudden tire failure. The grade C corresponds to a level of performance which all passenger car tires must meet under the Federal Motor Vehicle Safety Standard No. 139. Grades B and A represent higher levels of performance on the laboratory test wheel than the minimum required by law.

Glossary of Tire Terminology

* **Tire label:** A label showing the OE (Original Equipment) tire sizes, recommended inflation pressure and the maximum weight the vehicle can carry.

DEP DEALER E-PROCESS

***Tire Identification Number (TIN):** A number on the sidewall of each tire providing information about the tire brand and manufacturing plant, tire size and date of manufacture. Also referred to as DOT code.

***Inflation pressure:** A measure of the amount of air in a tire.

***Standard load:** A class of P-metric or Metric tires designed to carry a maximum load at 35 psi [37 psi (2.5 bar) for Metric tires]. Increasing the inflation pressure beyond this pressure will not increase the tire's load carrying capability.

***Extra load:** A class of P-metric or Metric tires designed to carry a heavier maximum load at 41 psi [43 psi (2.9 bar) for Metric tires]. Increasing the inflation pressure beyond this pressure will not increase the tire's load carrying capability.

***kPa:** Kilopascal, a metric unit of air pressure.

***PSI:** Pounds per square inch, a standard unit of air pressure.

***Cold tire pressure:** The tire pressure when the vehicle has been stationary and out of direct sunlight for an hour or more and prior to the vehicle being driven for 1 mile (1.6 kilometers).

***Recommended inflation pressure:** The cold inflation pressure found on the Safety Compliance Certification Label (affixed to either the door hinge pillar, door-latch post, or the door edge that meets the door-latch post, next to the driver's seating position) or Tire Label located on the B-Pillar or the edge of the driver's door.

***B-pillar:** The structural member at the side of the vehicle behind the front door

* **Bead area of the tire:** Area of the tire next to the rim.

* **Sidewall of the tire:** Area between the bead area and the tread.

* **Tread area of the tire:** Area of the perimeter of the tire that contacts the road when mounted on the vehicle.

***Rim:** The metal support (wheel) for a tire or a tire and tube assembly upon which the tire beads are seated.

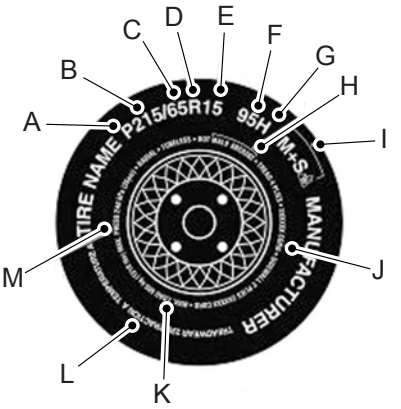
Information Contained on the Tire Sidewall

Both U.S. and Canada Federal regulations require tire manufacturers to place standardized information on the sidewall of all tires. This information identifies and

DEP POWER E-PROCESS

describes the fundamental characteristics of the tire and also provides a U.S. DOT Tire Identification Number for safety standard certification and in case of a recall.

Information on P Type Tires



E142543

P215/65R15 95H is an example of a tire size, load index and speed rating. The definitions of these items are listed below. (Note that the tire size, load index and speed rating for your vehicle may be different from this example.)

A. **P:** Indicates a tire, designated by the Tire and Rim Association, that may be used for service on cars, sport utility vehicles, minivans and light trucks. **Note:** If your tire size does not begin with a letter, this may mean it is designated by either ETRTO (European Tire and Rim Technical Organization) or JATMA (Japan Tire Manufacturing Association).

B. **215:** Indicates the nominal width of the tire in millimeters from sidewall edge to sidewall edge. In general, the larger the number, the wider the tire.

C. **65:** Indicates the aspect ratio which gives the tire's ratio of height to width.

D. **R:** Indicates a radial type tire.

E. **15:** Indicates the wheel or rim diameter in inches. If you change your wheel size, you will have to purchase new tires to match the new wheel diameter.

F. **95:** Indicates the tire's load index. It is an index that relates to how much weight a tire can carry. You may find this information in your owner's manual. If not, contact a local tire dealer.

Note: *You may not find this information on all tires because it is not required by federal law.*

DEP DEALER E-PROCESS

G. **H:** Indicates the tire's speed rating. The speed rating denotes the speed at which a tire is designed to be driven for extended periods of time under a standard condition of load and inflation pressure. The tires on your vehicle may operate at different conditions for load and inflation pressure. These speed ratings may need to be adjusted for the difference in conditions. The ratings range from 81 mph (130 km/h) to 186 mph (299 km/h). These ratings are listed in the following chart.

Note: *You may not find this information on all tires because it is not required by federal law.*

Letter rating	Speed rating - mph (km/h)
M	81 mph (130 km/h)
N	87 mph (140 km/h)
Q	99 mph (159 km/h)
R	106 mph (171 km/h)
S	112 mph (180 km/h)
T	118 mph (190 km/h)
U	124 mph (200 km/h)
H	130 mph (210 km/h)
V	149 mph (240 km/h)
W	168 mph (270 km/h)
Y	186 mph (299 km/h)

Note: *For tires with a maximum speed capability over 149 mph (240 km/h), tire manufacturers sometimes use the letters ZR. For those with a maximum speed capability over 186 mph (299 km/h), tire manufacturers always use the letters ZR.*

H. **U.S. DOT Tire Identification Number (TIN):** This begins with the letters DOT and indicates that the tire meets all federal standards. The next two numbers or letters are the plant code designating where it was manufactured, the next two are the tire size code and the last four numbers represent the week and year the tire was built. For example, the numbers 317 mean the 31st week of 1997. After 2000 the numbers go to four digits. For example, 2501 means the 25th week of 2001. The numbers in between are identification codes used for traceability. This information is used to contact customers if a tire defect requires a recall.

I. **M+S or M/S:** Mud and Snow, or

AT: All Terrain, or

AS: All Season.

DEP POWER E-PROCESS

J. **Tire Ply Composition and Material Used:** Indicates the number of plies or the number of layers of rubber-coated fabric in the tire tread and sidewall. Tire manufacturers also must indicate the ply materials in the tire and the sidewall, which include steel, nylon, polyester, and others.

K. **Maximum Load:** Indicates the maximum load in kilograms and pounds that can be carried by the tire. Refer to the Safety Compliance Certification Label (affixed to either the door hinge pillar, door-latch post, or the door edge that meets the door-latch post, next to the driver's seating position), for the correct tire pressure for your vehicle.

L. **Treadwear, Traction and Temperature Grades:**

***Treadwear** The treadwear grade is a comparative rating based on the wear rate of the tire when tested under controlled conditions on a specified government test course. For example, a tire graded 150 would wear one and one-half times as well on the government course as a tire graded 100.

***Traction:** The traction grades, from highest to lowest are AA, A, B, and C. The grades represent the tire's ability to stop on wet pavement as measured under controlled conditions on specified government test surfaces of asphalt and concrete. A tire marked C may have poor traction performance.

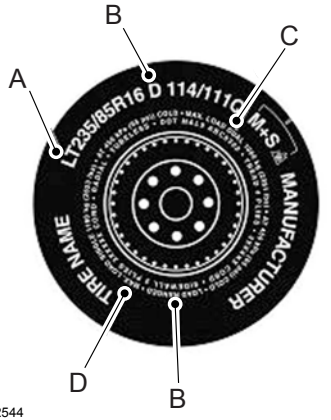
***Temperature:** The temperature grades are A (the highest), B and C, representing the tire's resistance to the generation of heat and its ability to dissipate heat when tested under controlled conditions on a specified indoor laboratory test wheel.

M. **Maximum Inflation Pressure:** Indicates the tire manufacturer's maximum permissible pressure or the pressure at which the maximum load can be carried by the tire. This pressure is normally higher than the manufacturer's recommended cold inflation pressure, which can be found on the Safety Compliance Certification Label (affixed to either the door hinge pillar, door-latch post, or the door edge that meets the door-latch post, next to the driver's seating position), or Tire Label which is located on the B-Pillar or the edge of the driver's door. The cold inflation pressure should never be set lower than the recommended pressure on the vehicle label.

DEP DEALER E-PROCESS

The tire suppliers may have additional markings, notes or warnings such as standard load, radial tubeless, etc.

Additional Information Contained on the Tire Sidewall for LT Type Tires



E142544

LT type tires have some additional information beyond those of P type tires; these differences are described below.

Note: *Tire Quality Grades do not apply to this type of tire.*

A. **LT:** Indicates a tire, designated by the Tire and Rim Association (T&RA), that is intended for service on light trucks.

B. **Load Range and Load Inflation Limits:** Indicates the tire's load-carrying capabilities and its inflation limits.

C. **Maximum Load Dual lb (kg) at psi (kPa) cold:** Indicates the maximum load and tire pressure when the tire is used as a dual, defined as four tires on the rear axle (a total of six or more tires on the vehicle).

D. **Maximum Load Single lb (kg) at psi (kPa) cold:** Indicates the maximum load and tire pressure when the tire is used as a single, defined as two tires (total) on the rear axle.

Information on T Type Tires

T type tires have some additional information beyond those of P type tires; these differences are described below:

T145/80D16 is an example of a tire size.

Note: *The temporary tire size for your vehicle may be different from this example. Tire Quality Grades do not apply to this type of tire.*

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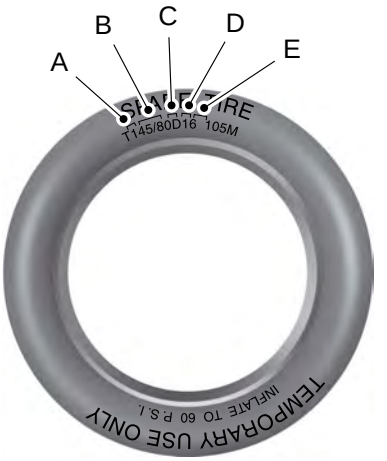


E142545

A. **T:** Indicates a type of tire, designated by the Tire and Rim Association, that is intended for temporary service on cars, sport-utility vehicles, minivans and light trucks.

B. **145:** Indicates the nominal width of the tire in millimeters from sidewall edge to sidewall edge. In general, the larger the number, the wider the tire.

C. **80:** Indicates the aspect ratio which gives the tire's ratio of height to width. Numbers of 70 or lower indicate a short sidewall.

D. **D:** Indicates a diagonal type tire.

R: Indicates a radial type tire.

E. **16:** Indicates the wheel or rim diameter in inches. If you change your wheel size, you will have to purchase new tires to match the new wheel diameter.

Location of the Tire Label

You will find a Tire Label containing tire inflation pressure by tire size and other important information located on the B-Pillar or the edge of the driver's door.

Inflating Your Tires

Safe operation of your vehicle requires that your tires are properly inflated. Remember that a tire can lose up to half of its air pressure without appearing flat.

Every day before you drive, check your tires. If one looks lower than the others, use a tire gauge to check pressure of all tires and adjust if required.

At least once a month and before long trips, inspect each tire and check the tire pressure with a tire gauge (including spare, if equipped). Inflate all tires to the inflation pressure recommended by Ford Motor Company.

DEP DEALER E-PROCESS

WARNING

Under-inflation is the most common cause of tire failures and may result in severe tire cracking, tread separation or blowout, with unexpected loss of vehicle control and increased risk of injury. Under-inflation increases sidewall flexing and rolling resistance, resulting in heat buildup and internal damage to the tire. It also may result in unnecessary tire stress, irregular wear, loss of vehicle control and accidents. A tire can lose up to half of its air pressure and not appear to be flat!

You are strongly urged to buy a reliable tire pressure gauge, as automatic service station gauges may be inaccurate. Ford recommends the use of a digital or dial-type tire pressure gauge rather than a stick-type tire pressure gauge.

Use the recommended cold inflation pressure for optimum tire performance and wear. Under-inflation or over-inflation may cause uneven treadwear patterns

Always inflate your tires to the Ford recommended inflation pressure even if it is less than the maximum inflation pressure information found on the tire. The Ford recommended tire inflation pressure is found on the Safety Compliance Certification Label (affixed to either the door hinge pillar, door-latch post, or the door edge that meets the door-latch post, next to the driver's seating position), or Tire Label which is located on the B-Pillar or the edge of the driver's door. Failure to follow the tire pressure recommendations can cause uneven treadwear patterns and adversely affect the way your vehicle handles

Maximum Inflation Pressure is the tire manufacturer's maximum permissible pressure or the pressure at which the maximum load can be carried by the tire. This pressure is normally higher than the manufacturer's recommended cold inflation pressure, which can be found on the Safety Compliance Certification Label (affixed to either the door hinge pillar, door-latch post, or the door edge that meets the door-latch post, next to the driver's seating position), or Tire Label which is located on the B-Pillar or the edge of the driver's door. The cold inflation pressure should never be set lower than the recommended pressure on the Safety Compliance Certification Label or Tire Label.

DEP POWER E-PROCESS

When weather temperature changes occur, tire inflation pressures also change. A 10°F (6°C) temperature drop can cause a corresponding drop of 1 psi (7 kPa) in inflation pressure. Check your tire pressures frequently and adjust them to the proper pressure which can be found on the Safety Compliance Certification Label or Tire Label.

To check the pressure in your tire(s):

1. Make sure the tires are cool, meaning they are not hot from driving even a mile.

Note: *If you are checking tire pressure when the tire is hot, (i.e. driven more than 1 mile [1.6 km]), never bleed or reduce air pressure. The tires are hot from driving and it is normal for pressures to increase above recommended cold pressures. A hot tire at or below recommended cold inflation pressure could be significantly under-inflated.*

Note: *If you have to drive a distance to get air for your tire(s), check and record the tire pressure first and add the appropriate air pressure when you get to the pump. It is normal for tires to heat up and the air pressure inside to go up as you drive.*

2. Remove the cap from the valve on one tire, then firmly press the tire gauge onto the valve and measure the pressure.

3. Add enough air to reach the recommended air pressure.

Note: *If you overfill the tire, release air by pressing on the metal stem in the center of the valve. Then recheck the pressure with your tire gauge.*

4. Replace the valve cap.

5. Repeat this procedure for each tire, including the spare.

Note: *Some spare tires operate at a higher inflation pressure than the other tires. For T-type mini-spare tires, refer to the Dissimilar spare wheel and tire assembly information for a description. Store and maintain at 60 psi (4.15 bar). For full-size and dissimilar spare tires, refer to the Dissimilar spare wheel and tire assembly information for a description. Store and maintain at the higher of the front and rear inflation pressure as shown on the Tire Label.*

6. Visually inspect the tires to make sure there are no nails or other objects embedded that could poke a hole in the tire and cause an air leak.

7. Check the sidewalls to make sure there are no gouges, cuts or bulges.

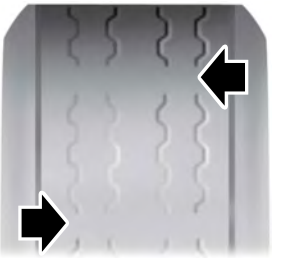
DEP DEALER E-PROCESS

Inspecting Your Tires and Wheel Valve Stems

Periodically inspect the tire treads for uneven or excessive wear and remove objects such as stones, nails or glass that may be wedged in the tread grooves. Check the tire and valve stems for holes, cracks, or cuts that may permit air leakage and repair or replace the tire and replace the valve stem. Inspect the tire sidewalls for cracking, cuts, bruises and other signs of damage or excessive wear. If internal damage to the tire is suspected, have the tire demounted and inspected in case it needs to be repaired or replaced. For your safety, tires that are damaged or show signs of excessive wear should not be used because they are more likely to blow out or fail.

Improper or inadequate vehicle maintenance can cause tires to wear abnormally. Inspect all your tires, including the spare, frequently, and replace them if one or more of the following conditions exist:

Tire Wear



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When the tread is worn down to 1/16th of an inch (2 mm), tires must be replaced to help prevent your vehicle from skidding and hydroplaning. Built-in treadwear indicators, or wear bars, which look like narrow strips of smooth rubber across the tread will appear on the tire when the tread is worn down to 1/16th of an inch (2 mm)

When the tire tread wears down to the same height as these wear bars, the tire is worn out and must be replaced.

Damage

Periodically inspect the tire treads and sidewalls for damage (such as bulges in the tread or sidewalls, cracks in the tread groove and separation in the tread or sidewall). If damage is observed

DEP POWER E-PROCESS

or suspected have the tire inspected by a tire professional. Tires can be damaged during off-road use, so inspection after off-road use is also recommended.

Age

WARNING

Tires degrade over time depending on many factors such as weather, storage conditions, and conditions of use (such as load, speed, inflation pressure, etc.) the tires experience throughout their lives.

In general, tires should be replaced after six years regardless of tread wear. However, heat caused by hot climates or frequent high loading conditions can accelerate the aging process and may require tires to be replaced more frequently.

You should replace your spare tire when you replace the road tires or after six years due to aging even if it has not been used.

U.S. DOT Tire Identification Number (TIN)

Both U.S. and Canada Federal regulations require tire manufacturers to place standardized information on the sidewall of all tires. This information identifies and describes the fundamental characteristics of the tire and also provides a U.S. DOT Tire Identification Number for safety standard certification and in case of a recall.

This begins with the letters DOT and indicates that the tire meets all federal standards. The next two numbers or letters are the plant code designating where it was manufactured, the next two are the tire size code and the last four numbers represent the week and year the tire was built. For example, the numbers 317 mean the 31st week of 1997. After 2000 the numbers go to four digits. For example, 2501 means the 25th week of 2001. The numbers in between are identification codes used for traceability. This information is used to contact customers if a tire defect requires a recall.

Tire Replacement Requirements

Your vehicle is equipped with tires designed to provide a safe ride and handling capability.

WARNINGS

Only use replacement tires and wheels that are the same size, load index, speed rating and type (such as P-metric versus LT-metric or all-season versus all-terrain) as those originally provided by Ford. The recommended tire and wheel size

DEP DEALER E-PROCESS

WARNINGS

may be found on either the Safety Compliance Certification Label (affixed to either the door hinge pillar, door-latch post, or the door edge that meets the door-latch post, next to the driver's seating position), or the Tire Label which is located on the B-Pillar or edge of the driver's door. If this information is not found on these labels, then you should contact your authorized dealer as soon as possible. Use of any tire or wheel not recommended by Ford can affect the safety and performance of your vehicle, which could result in an increased risk of loss of vehicle control, vehicle rollover, personal injury and death. Additionally the use of non-recommended tires and wheels could cause steering, suspension, axle, transfer case or power transfer unit failure. If you have questions regarding tire replacement, contact your authorized dealer as soon as possible.

When mounting replacement tires and wheels, you should not exceed the maximum pressure indicated on the sidewall of the tire to set the beads without additional precautions listed below. If the beads do not seat at the maximum pressure indicated, re-lubricate and try again

WARNINGS

When inflating the tire for mounting pressures up to 20 psi (1.38 bar) greater than the maximum pressure on the tire sidewall, the following precautions must be taken to protect the person mounting the tire:

1. Make sure that you have the correct tire and wheel size.

2. Lubricate the tire bead and wheel bead seat area again.

3. Stand at a minimum of 12 ft (3.66 m) away from the wheel and tire assembly.

4. Use both eye and ear protection.

For a mounting pressure more than 20 psi (1.38 bar) greater than the maximum pressure, a Ford dealer or other tire service professional should do the mounting.

Always inflate steel carcass tires with a remote air fill with the person inflating standing at a minimum of 12 ft (3.66 m) away from the wheel and tire assembly.

Important: Remember to replace the wheel valve stems when the road tires are replaced on your vehicle.

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It is recommended that the two front tires or two rear tires generally be replaced as a pair.

The tire pressure sensors mounted in the wheels (originally installed on your vehicle) are not designed to be used in aftermarket wheels.

The use of wheels or tires not recommended by Ford Motor Company may affect the operation of your tire pressure monitoring system.

If the tire pressure monitoring system indicator is flashing, your tire pressure monitoring system is malfunctioning. Your replacement tire might be incompatible with your TPMS, or some component of the TPMS may be damaged.

Safety Practices

WARNINGS

If your vehicle is stuck in snow, mud, sand, etc., do not rapidly spin the tires. Spinning the tires can tear the tire and cause an explosion. A tire can explode in as little as three to five seconds.

Do not spin the wheels at over 35 mph (56 km/h). The tires may fail and injure a passenger or bystander.

Driving habits have a great deal to do with your tire mileage and safety.

*Observe posted speed limits.

*Avoid fast starts, stops and turns.

*Avoid potholes and objects on the road.

*Do not run over curbs or hit the tire against a curb when parking.

Highway Hazards

No matter how carefully you drive there is always the possibility that you may eventually have a flat tire on the highway. Drive slowly to the closest safe area out of traffic. This may further damage the flat tire, but your safety is more important.

If you feel a sudden vibration or ride disturbance while driving, or you suspect your tire or vehicle has been damaged, immediately reduce your speed. Drive with caution until you can safely pull off the road. Stop and inspect the tires for damage. If a tire is under-inflated or damaged, deflate it, remove wheel and replace it with your spare tire and wheel. If you cannot detect a cause, have the vehicle towed to the nearest repair facility or tire dealer to have the vehicle inspected.

DEP DEALER E-PROCESS

Tire and Wheel Alignment

A bad jolt from hitting a curb or pothole can cause the front end of your vehicle to become misaligned or cause damage to your tires. If your vehicle seems to pull to one side when you are driving, the wheels may be out of alignment. Have an authorized dealer check the wheel alignment periodically.

Wheel misalignment in the front or the rear can cause uneven and rapid treadwear of your tires and should be corrected by an authorized dealer. Front-wheel drive vehicles and those with an independent rear suspension (if equipped) may require alignment of all four wheels.

The tires should also be balanced periodically. An unbalanced tire and wheel assembly may result in irregular tire wear.

Tire Rotation

WARNING

If the tire label shows different tire pressures for the front and rear tires and the vehicle is equipped with a tire pressure monitoring system, then the settings for the system sensors need to be updated. Always perform the system reset procedure after tire rotation. If the system is not reset, it may not provide a low tire pressure warning when necessary. See **Tire Pressure Monitoring System** (page 235).

Note: *If your tires show uneven wear ask an authorized dealer to check for and correct any wheel misalignment, tire imbalance or mechanical problem involved before tire rotation.*

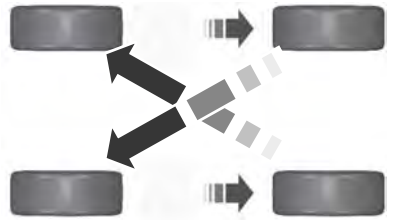
Note: *Your vehicle may be equipped with a dissimilar spare wheel and tire assembly. A dissimilar spare wheel and tire assembly is defined as a spare wheel and tire assembly that is different in brand, size or appearance from the road tires and wheels. If you have a dissimilar spare wheel and tire assembly it is intended for temporary use only and should not be used in a tire rotation.*

Note: *After having your tires rotated, inflation pressure must be checked and adjusted to the vehicle requirements.*

DEP DEARBORN ENGINEER E-PROCESS

Rotating your tires at the recommended interval (as indicated in the Scheduled Maintenance chapter) will help your tires wear more evenly, providing better tire performance and longer tire life.

Front-wheel drive vehicles (front tires on the left side of the diagram)



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Sometimes irregular tire wear can be corrected by rotating the tires.

USING WINTER TIRES

WARNING

When you use winter tires on your vehicle, you must make sure that you use the correct lug nuts.

If winter tires are used, you must make sure that you use the correct tire pressures.

USING SNOW CHAINS

WARNING

Snow tires must be the same size, load index, speed rating as those originally provided by Ford. Use of any tire or wheel not recommended by Ford can affect the safety and performance of your vehicle, which could result in an increased risk of loss of vehicle control, vehicle rollover, personal injury and death. Additionally, the use of non-recommended tires and wheels could cause steering, suspension, axle, transfer case or power transfer unit failure.

The tires on your vehicle have all-weather treads to provide traction in rain and snow. However, in some climates, you may need to use snow tires or snow chains.

If you choose to install snow tires on your vehicle, they must be the same size, construction, and load range as the original tires listed on the tire inflation pressure label (located on the edge of driver door or the B-Pillar) and they must be installed on all four wheels. Mixing tires of different size or construction on your vehicle can adversely affect your vehicle's handling and braking, and may lead to loss of vehicle control.

If you use snow chains, we recommend that steel wheels of the same size and specifications are used, snow chains may damage aluminum wheels.

Follow these guidelines when using snow chains:

- Only certain snow chains or cables have been approved by Ford as safe for use on your vehicle with the following tires; 215/55R16.
- You should only install snow chains or cables that have been rated as 10mm or less in dimension as measured on the sidewall of your tire.

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- Not all S-Class snow chains or cables meet these restrictions. Chains of this size restriction will include a tensioning device.
- Purchase snow chains or cables from a manufacturer that clearly labels body to tire dimension restrictions.
- Snow chains or cables must be mounted in pairs on the front or rear tires only.
- Do not exceed 30 mph (48 km/h) or the maximum speed recommended by the chain manufacturer, whichever is less.

If you have any questions regarding snow chains or cables, contact an authorized Ford dealer.

TIRE PRESSURE MONITORING SYSTEM

WARNING

The tire pressure monitoring system is not a substitute for manually checking tire pressure. The tire pressure should be checked periodically (at least monthly) using a tire gauge, see Inflating your tires in this chapter. Failure to properly maintain your tire pressure could increase the risk of tire failure, loss of control, vehicle rollover and personal injury.

Each tire, including the spare (if provided), should be checked monthly when cold and inflated to the inflation pressure recommended by the vehicle manufacturer on the vehicle placard or tire inflation pressure label. (If your vehicle has tires of a different size than the size indicated on the vehicle placard or tire inflation pressure label, you should determine the proper tire inflation pressure for those tires.)

As an added safety feature, your vehicle has been equipped with a Tire Pressure Monitoring System (TPMS) that illuminates a low tire pressure telltale when one or more of your tires is significantly under-inflated. Accordingly, when the low tire pressure telltale illuminates, you should stop and check your tires as soon as possible, and inflate them to the proper pressure. Driving on a significantly under-inflated tire causes the tire to overheat and can lead to tire failure. Under-inflation also reduces fuel efficiency and tire tread life, and may affect the vehicle's handling and stopping ability.

Please note that the TPMS is not a substitute for proper tire maintenance, and it is the driver's responsibility to maintain correct tire pressure, even if under-inflation has not reached the level to trigger illumination of the TPMS low tire pressure telltale.

Your vehicle has also been equipped with a TPMS malfunction indicator to indicate when the system is not operating properly. The TPMS malfunction indicator is combined with the low tire pressure telltale. When the system detects a malfunction, the telltale will flash for approximately one minute and then remain continuously illuminated. This sequence will continue upon subsequent vehicle start-ups as long as the malfunction exists.

When the malfunction indicator is illuminated, the system may not be able to detect or signal low tire pressure as intended. TPMS malfunctions may occur for a variety of reasons, including the installation of replacement or alternate tires or wheels on the vehicle that prevent the TPMS from functioning properly. Always check the TPMS malfunction telltale after replacing one or more tires or wheels on your vehicle to ensure that the replacement or alternate tires and wheels allow the TPMS to continue to function properly.

DEP DEARBORN ENGINEER E-PROCESS

The tire pressure monitoring system complies with part 15 of the FCC rules and with RSS-210 of Industry Canada. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

Changing Tires With a Tire Pressure Monitoring System

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Note: *Each road tire is equipped with a tire pressure sensor located inside the wheel and tire assembly cavity. The pressure sensor is attached to the valve stem. The pressure sensor is covered by the tire and is not visible unless the tire is removed. Take care when changing the tire to avoid damaging the sensor.*

You should always have your tires serviced by an authorized dealer.

Check the tire pressure periodically (at least monthly) using an accurate tire gauge. See Inflating Your Tires in this chapter.

Understanding the Tire Pressure Monitoring System

The system measures the pressure in the four road tires and sends the tire pressure readings to your vehicle. The low tire pressure warning light will illuminate if any of the tire pressures are significantly low. If the warning light is illuminated, one or more of the tires are under-inflated and need to be inflated to the correct pressure.

When the Temporary Spare Tire is Installed

If one of the road wheels and tire needs to be replaced with the temporary spare wheel and tire, the system will continue to identify a defect. This is to remind you that the damaged road wheel and tire must be repaired and refitted to your vehicle.

To restore the correct operation of the system, you must have the repaired road wheel and tire assembly refitted to your vehicle. For additional information, see **Changing Tires with a Tire Pressure Monitoring System** in this section.

When You Believe the System is Not Operating Correctly

The main function of the system is to warn you when the tire pressures are low. It can also warn you in the event the system is no longer capable of operating correctly. See the following chart for information concerning the system:

DEP DEALER E-PROCESS

Low tire pressure warning light	Possible cause	Action required
Solid warning light	Tire(s) under-inflated	1. Make sure tires are at the correct pressure. See **Inflating the tires** in this chapter.
		2. After inflating the tires to the correct pressure See **Maintenance** (page 185). or the tire inflation pressure label (located on the edge of driver door or the B-Pillar), the vehicle must be driven for at least two minutes at over 20 mph (32 km/h) before the light will turn off.
	Spare tire in use	Repair the damaged road wheel and tire assembly and refit it to your vehicle to restore correct system function. For a description on how the system functions, see **When the temporary spare tire is installed** in this section.
	Tire rotation without sensor training	On vehicles with different front and rear tire pressures, you must retrain the system following every tire rotation. See **Tire Care** (page 219).
	Tire pressure monitoring system malfunction	If the tires are correctly inflated and the spare tire is not in use but the light remains on, have your vehicle checked by an authorized dealer as soon as possible.
Flashing warning light	Spare tire in use	Repair the damaged road wheel and tire assembly and refit it to your vehicle to restore correct system function. For a description on how the system functions, see **When the temporary spare tire is installed** in this section.
	Tire pressure monitoring system malfunction	If the tires are correctly inflated and the spare tire is not in use but the light remains on, have your vehicle checked by an authorized dealer as soon as possible.

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When Inflating the Tires

When inflating the tires (for example; at a gas station), the system may not respond immediately to the air added to the tires.

It may take up to two minutes of driving over 20 mph (32 km/h) for the light to turn off after you have filled your tires to the recommended inflation pressure.

How Temperature Affects the Tire Pressures

While driving in a normal manner, tire pressures may increase up to 4 psi (0.3 bar) from a cold start situation. If the vehicle is stationary overnight and the temperature significantly lower than the daytime temperature, tire pressures may decrease up to 3 psi (0.2 bar) for a drop of 30°F (17°C) in ambient temperature. This lower pressure value will be detected by the system as being significantly lower than the correct inflation pressure and the warning light will illuminate.

If the warning light is on:

- Check each tire to verify that none are flat.
- If one or more tires are flat, repair as necessary.
- Check the tire pressures and Inflate all the tires to the correct pressure.

Tire Pressure Monitoring System Reset Procedure

Note: *The system reset procedure needs to be carried out after each tire replacement.*

Overview

WARNING

To determine the required pressure(s) for your vehicle, see the Safety Compliance Certification Label (affixed to either the door hinge pillar, door-latch post, or the door edge that meets the door-latch post, next to the driver seating position), or Tire Label located on the B-Pillar or the edge of the driver door.

To maintain your vehicle's load carrying capability, this vehicle requires different tire pressures in the front tires compared to the rear tires. The system on your vehicle is designed to illuminate the warning light at different pressures for the front and rear tires.

The tires need to be periodically rotated to provide consistent performance and maximum tire life, the system needs to know when the tires have been rotated to determine which set of tires are on the front and rear axles. With this information, the system can detect and correctly warn of low tire pressures.

System Reset Tips:

- To reduce the chance of interference from another vehicle, the system reset procedure should be carried out at least three feet (one meter) away from another Ford vehicle undergoing the system reset procedure.
- Do not wait more than two minutes between resetting each tire sensor or the system will time-out and the entire procedure will have to be repeated on all four wheels. A double horn chirp indicates the need to repeat the procedure.

DEP DEALER E-PROCESS

Carrying Out the System Reset Procedure

Read the entire procedure before carrying out a system reset.

1. Drive your vehicle above 20 mph (32 km/h) for at least two minutes and then park in a safe location where you can easily get to all four tires and have access to a tire inflation pump.
2. Switch the ignition off.
3. Switch the ignition on with the engine off.
4. Turn the hazard flashers on then off three times, this must be completed within 10 seconds. If the reset mode has been entered successfully, the horn will chirp once and the system indicator will flash. If this does not occur, repeat the procedure from step 2. If after repeated attempts to enter the reset mode, the horn does not chirp and the system indicator does not flash, have your vehicle checked by an authorized dealer as soon as possible.
5. Train the system sensors in the tires using the following reset sequence starting with the left front tire and following a clockwise order: Left front, right front, right rear, left rear.
6. Remove the valve cap from the valve stem on the left front tire. Decrease the air pressure until the horn chirps.

Note: *The single horn chirp confirms that the sensor identification code has been learned by your vehicle for this position. If a double horn chirp is heard, the reset procedure was unsuccessful and must be repeated.*

7. Remove the valve cap from the valve stem on the right front tire. Decrease the air pressure until the horn chirps.
8. Remove the valve cap from the valve stem on the right rear tire. Decrease the air pressure until the horn chirps.
9. Remove the valve cap from the valve stem on the left rear tire. Decrease the air pressure until the horn chirps. Training is complete when the horn chirps after the last system sensor (left rear) has been trained and the system indicator stops flashing.
10. Switch the ignition off. If two short horn chirps are heard, the reset procedure was unsuccessful and must be repeated.

Note: *If after repeating the procedure two short horn chirps are heard again, have your vehicle checked by an authorized dealer as soon as possible.*

11. Set all four tires to the correct pressure See **Maintenance** (page 185). or the tire inflation pressure label (located on the edge of driver door or the B-Pillar).

CHANGING A ROAD WHEEL

WARNINGS

The use of tire sealants may damage your tire pressure monitoring system and should only be used in roadside emergencies. If you must use a sealant, the Ford Tire Mobility Kit sealant should be used. The tire pressure monitoring system sensor and valve stem on the wheel must be replaced by an authorized dealer after use of the sealant.

If the tire pressure monitor sensor becomes damaged, it will no longer function. See **Tire Pressure Monitoring System** (page 235).

Note: *The tire pressure monitoring system indicator light will illuminate when the spare tire is in use. To restore the full function of the monitoring system, all road wheels equipped with tire pressure monitoring sensors must be mounted on the vehicle.*

DEP DEARBORN ENGINEER E-PROCESS

If you get a flat tire while driving, do not apply the brake heavily. Instead, gradually decrease your speed. Hold the steering wheel firmly and slowly move to a safe place on the side of the road.

Have a flat serviced by an authorized dealer in order to prevent damage to the tire pressure monitoring system sensors. See **Tire Pressure Monitoring System** (page 235). Replace the spare tire with a road tire as soon as possible. During repairing or replacing of the flat tire, have an authorized dealer inspect the tire pressure monitoring system sensor for damage.

Dissimilar Spare Wheel and Tire Assembly Information

WARNING

Failure to follow these guidelines could result in an increased risk of loss of vehicle control, injury or death.

If you have a dissimilar spare wheel and tire, then it is intended for temporary use only. This means that if you need to use it, you should replace it as soon as possible with a road wheel and tire assembly that is the same size and type as the road tires and wheels that were originally provided by Ford. If the dissimilar spare tire or wheel is damaged, it should be replaced rather than repaired.

A dissimilar spare wheel and tire assembly is defined as a spare wheel and tire assembly that is different in brand, size or appearance from the road tires and wheels and can be one of three types:

1. **T-type mini-spare:** This spare tire begins with the letter T for tire size and may have Temporary Use Only molded in the sidewall.

2. **Full-size dissimilar spare with label on wheel:** This spare tire has a label on the wheel that states: THIS WHEEL AND TIRE ASSEMBLY FOR TEMPORARY USE ONLY.

When driving with one of the dissimilar spare tires listed above, do not:

- Exceed 50 mph (80 km/h).
- Load the vehicle beyond maximum vehicle load rating listed on the Safety Compliance Label.
- Tow a trailer.
- Use snow chains on the end of the vehicle with the dissimilar spare tire.
- Use more than one dissimilar spare tire at a time.
- Use commercial car washing equipment.
- Try to repair the dissimilar spare tire.

Use of one of the dissimilar spare tires listed above at any one wheel location can lead to impairment of the following:

- Handling, stability and braking performance.
- Comfort and noise.
- Ground clearance and parking at curbs.
- Winter weather driving capability.
- Wet weather driving capability.
- All-wheel driving capability (if applicable).

3. **Full-size dissimilar spare without label on wheel**

When driving with the full-size dissimilar spare wheel and tire assembly, do not:

- Exceed 70 mph (113 km/h).
- Use more than one dissimilar spare wheel and tire assembly at a time.

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- Use commercial car washing equipment.
- Use snow chains on the end of the vehicle with the dissimilar spare wheel and tire assembly.

The usage of a full-size dissimilar spare wheel and tire assembly can lead to impairment of the following:

- Handling, stability and braking performance.
- Comfort and noise.
- Ground clearance and parking at curbs.
- Winter weather driving capability.
- Wet weather driving capability.
- All-wheel driving capability.

When driving with the full-size dissimilar spare wheel and tire assembly additional caution should be given to:

- Towing a trailer.
- Driving vehicles equipped with a camper body.
- Driving vehicles with a load on the cargo rack.

Drive cautiously when using a full-size dissimilar spare wheel and tire assembly and seek service as soon as possible.

Changing a Road Wheel

WARNINGS

When one of the front wheels is off the ground, the transmission alone will not prevent the vehicle from moving or slipping off the jack, even if the transmission selector lever is in park (P).

To help prevent your vehicle from moving when you change a tire, be sure to place the transmission selector lever in park (P), set the parking brake and block (in both directions) the wheel that is diagonally opposite (other side and end of the vehicle) to the tire being changed.

WARNINGS

Never get underneath a vehicle that is supported only by a jack. If your vehicle slips off the jack, you or someone else could be seriously injured.

Do not attempt to change a tire on the side of the vehicle close to moving traffic. Pull far enough off the road to avoid the danger of being hit when operating the jack or changing the wheel.

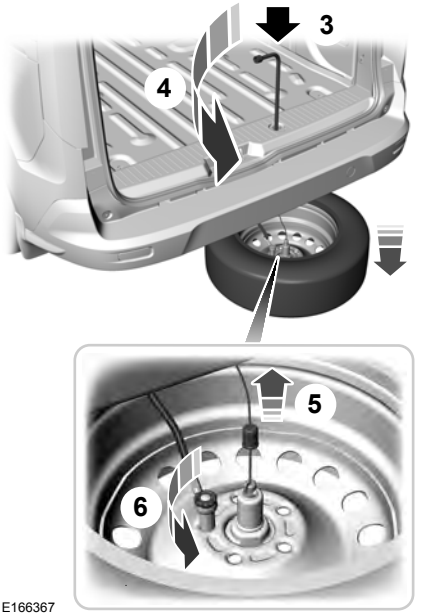
Always use the jack provided as original equipment with your vehicle. If using a jack other than the one provided as original equipment with your vehicle, make sure the jack capacity is adequate for the vehicle weight, including any vehicle cargo or modifications.

Note: *The jack and tools are located behind a cover in the sidewall at the left rear of the cargo area. Remove the retention straps and wing nut before removing the jack.*

The jack and tools are located behind a cover in the left rear of the cargo area. Remove the wing nut to remove the jack. Remove the lug nut wrench from the clips by pulling straight out.

1. Park on a level surface, set the parking brake and activate the hazard flashers.
2. Move the transmission selector lever to the park (P) position and switch the ignition off.

DEP DEARBORN ENGINEER E-PROCESS



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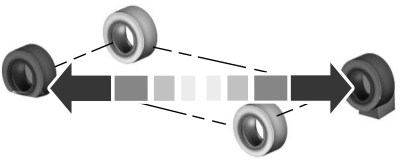
3. Open the cap in the rear of the vehicle and insert the end of the lug wrench into the guide hole.
4. Turn the handle counterclockwise and lower the spare tire until it rests on the ground and the cable is slack.
5. Detach the first cable by pulling the cap up and sliding it away from the wheel. Then turn the end of the cable so it fits through the slot and remove the cable and bracket.
6. Detach the second cable by unscrewing the bolt.



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7. Block the diagonally opposite wheel.

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8. Insert the wrench end between the rim and the wheel cover through the gaps and carefully remove the cover.
9. Loosen each wheel lug nut one-half turn counterclockwise but do not remove them until the wheel is raised off the ground.

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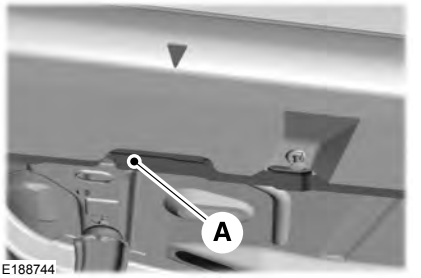

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10. Arrows on the sill panel cover show the location of the jacking points (A).

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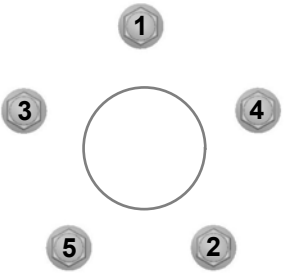
11. Align the slot on top of the jack with the sheet metal flange indicated by the jack locator triangle next to the tire you are changing. Turn the jack handle clockwise until the wheel is completely off the ground.

Note: *Passengers should not remain in the vehicle when the vehicle is being jacked.*

12. Remove the lug nuts with the lug wrench.
13. Replace the flat tire with the spare tire, making sure the valve stem is facing outward. Reinstall the lug nuts until the wheel is snug against the hub. Do not fully tighten the lug nuts until the wheel has been lowered.
14. Lower the wheel by turning the jack handle counterclockwise.



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15. Remove the jack and fully tighten the lug nuts in the order shown. Tighten the lug nuts to the correct specification. See **Technical Specifications** (page 244).
16. Fit the wheel cover onto the rim making sure the valve stem aligns with the indent in the ring on the back of the cover. Tap it with the palm of your hand to lock it into place.

Stowing the Flat or Spare Tire

Do not raise the spare wheel carrier without the wheel attached. Damage can occur to the winch mechanism if lowered without a wheel attached.

Note: *Failure to follow spare tire stowage instructions may result in failure of cable or loss of spare tire.*

Note: *Do not lay alloy wheels face down on the ground, this will damage the paint. When stowing the flat tire use a sheet or mat under the wheel to protect the paint.*

1. Stow the flat or spare tire with the valve stem facing downward.

DEP POWER E-PROCESS

2. Slide the wheel partially under the vehicle and install the retainer through the wheel center. Pull on the cables to align the components at the end of the cables.
3. Attach the second cable by screwing the bolt into one of the holes in the wheel.
4. Turn the end of the first cable so it fits through the slot and install the cable. Then slide the cap over the retainer.
5. Turn the jack handle clockwise to raise the tire to its stowed position underneath the vehicle. The effort to turn the jack handle increases significantly when the tire is raised to the maximum tightness. Tighten to the best of your ability.
6. Check that the tire is flat against the frame and is fully tight. Try to push or pull, then turn the tire to be sure it will not move. Loosen and retighten, if necessary. Failure to properly stow the spare tire may result in failure of the winch cable and loss of the tire.
7. Repeat this tightness check procedure when servicing the spare tire pressure (every six months, per scheduled maintenance information), or at any time that the spare tire is disturbed through service of other components.

Return the jack and tools to the storage position in the cargo area.

TECHNICAL SPECIFICATIONS

Wheel Lug Nut Torque Specifications

WARNING

When a wheel is installed, always remove any corrosion, dirt or foreign materials present on the mounting surfaces of the wheel or the surface of the wheel hub, brake drum or brake disc that contacts the wheel. Make sure that any fasteners that attach the rotor to the hub are secured so they do not interfere with the mounting surfaces of the wheel. Installing wheels without correct metal-to-metal contact at the wheel mounting surfaces can cause the wheel nuts to loosen and the wheel to come off while your vehicle is in motion, resulting in loss of control.

Bolt size	lb-ft (Nm)*
M12 x 1.5	100 (135)

*Torque specifications are for nut and bolt threads free of dirt and rust. Use only Ford recommended replacement fasteners.

Retighten the lug nuts to the specified torque within 100 miles (160 kilometers) after any wheel disturbance (such as tire rotation, changing a flat tire, wheel removal).

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A Wheel pilot bore

Inspect the wheel pilot bore and mounting surface prior to installation. Remove any visible corrosion or loose particles.

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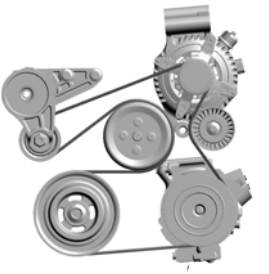
ENGINE SPECIFICATIONS - 1.6L ECOBOOST™

Engine	Specifications
Cubic inches	98
Required fuel	Minimum 87 octane
Compression ratio	10.0:1
Spark plug gap	0.027-0.031 in. (0.70-0.80 mm)

Drivebelt Routing



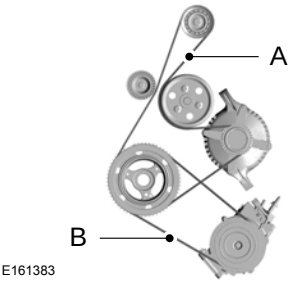
E161372

ENGINE SPECIFICATIONS - 2.5L

Engine	Specifications
Cubic inches	152
Required fuel	Minimum 87 octane
Compression ratio	9.7:1
Spark plug gap	0.049-0.053 in. (1.25-1.35 mm)

DEP DEALER E-PROCESS

Drivebelt Routing



A. Long drivebelt is closest to the engine
B. Short drivebelt is farthest from the engine

MOTORCRAFT PARTS - 1.6L ECOBOOST™

Component	Part Number
Air filter element	FA-1908
Oil filter	FL-910S
Spark plugs	SP-532
Cabin air filter	FP-70 (front) FP-75 (auxiliary AC)
Windshield wiper blade	WW-2954 (driver side) WW-2953 (passenger side)
Rear window wiper blade	WW-1382

Note: *Motorcraft replacement parts are recommended for scheduled maintenance and are available at an authorized dealer or at fordparts.com. These parts meet or exceed Ford Motor Company's specifications, and are engineered for your vehicle. Use of other parts may impact vehicle performance, emissions and durability. Your warranty may be void for any damage related to use of other parts.*

Note: *Should a Motorcraft oil filter not be available, use an oil filter that meets industry performance specification SAE/USCAR-36.*

Note: *For spark plug replacement, see an authorized dealer. Replace the spark plugs at the appropriate intervals. Refer to Scheduled Maintenance for the replacement intervals. See* ***Normal Scheduled Maintenance*** *(page 402).*

DEP DEARBORN ENGINEERING E-PROCESS

MOTORCRAFT PARTS - 2.5L

Component	Part Number
Air filter element	FA-1910
Oil filter	FL-910S
Spark plugs	SP-530
Cabin air filter	FP-70 (front) FP-75 (auxiliary AC)
Windshield wiper blade	WW-2954 (driver side) WW-2953 (passenger side)
Rear window wiper blade	WW-1382

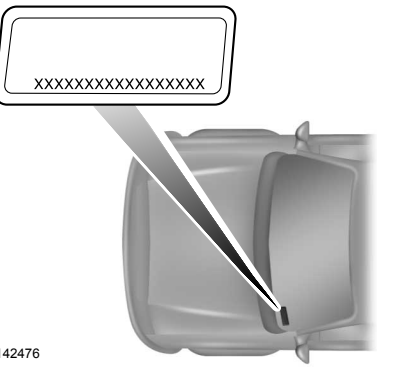
Note: *Motorcraft replacement parts are recommended for scheduled maintenance and are available at an authorized dealer or at fordparts.com. These parts meet or exceed Ford Motor Company's specifications, and are engineered for your vehicle. Use of other parts may impact vehicle performance, emissions and durability. Your warranty may be void for any damage related to use of other parts.*

Note: *Should a Motorcraft oil filter not be available, use an oil filter that meets industry performance specification SAE/USCAR-36.*

Note: *For spark plug replacement, see an authorized dealer. Replace the spark plugs at the appropriate intervals. Refer to Scheduled Maintenance for the replacement intervals. See* ***Normal Scheduled Maintenance*** *(page 402).*

VEHICLE IDENTIFICATION NUMBER

The vehicle identification number is located on the left-hand side of the instrument panel.

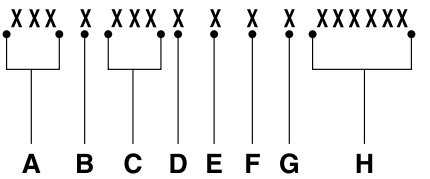


E142476

Please note that in the graphic, XXXX is representative of your vehicle identification number.

The Vehicle Identification Number contains the following information:

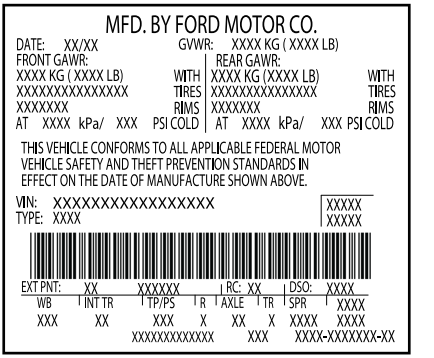
DEP DEALER E-PROCESS



E142477

A	World manufacturer identifier
B	Brake system, Gross Vehicle Weight Rating, Restraint Devices and their locations
C	Make, vehicle line, series, body type
D	Engine type
E	Check digit
F	Model year
G	Assembly plant
H	Production sequence number

VEHICLE CERTIFICATION LABEL

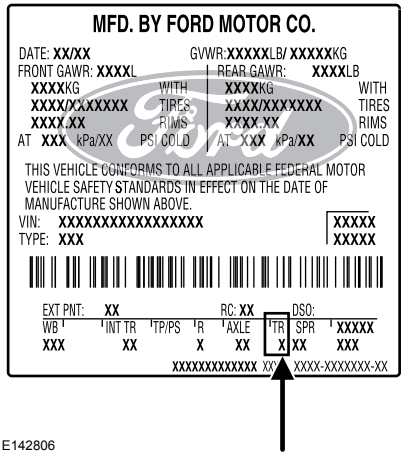


E167469

The National Highway Traffic Safety Administration Regulations require that a Safety Compliance Certification Label be affixed to a vehicle and prescribe where the Safety Compliance Certification Label may be located. The Safety Compliance Certification Label shall be affixed to either the door hinge pillar, the door latch post, or the edge of the door near the door latch, next to the driver's seating position.

DEP DEARBORN ENGINEER E-PROCESS

TRANSMISSION CODE DESIGNATION



E142806

The transmission code is on the Safety Compliance Certification Label. The following table shows the transmission code along with the transmission description.

Code	Description
6	Six-speed automatic transmission 6F35

DEP DEALER E-PROCESS

GENERAL INFORMATION - UNITED STATES OF AMERICA

Radio Frequencies and Reception Factors

AM and FM frequencies are established by the Federal Communications Commission (FCC) and the Canadian Radio and Telecommunications Commission (CRTC). Those frequencies are:

- AM: 530, 540-1700, 1710 kHz
- FM: 87.9-107.7, 107.9 MHz

Radio Reception Factors	
Distance and Strength	The further you travel from an FM station, the weaker the signal and the weaker the reception.
Terrain	Hills, mountains, tall buildings, bridges, tunnels, freeway overpasses, parking garages, dense tree foliage and thunderstorms can interfere with the reception.
Station overload	When you pass a ground-based broadcast repeating tower, a stronger signal may overtake a weaker one and result in the audio system muting.

CD and CD Player Information

Note: *CD units play commercially pressed 4.75-inch (12 centimeter) audio compact discs only. Due to technical incompatibility, certain recordable and re-recordable compact discs may not function correctly when used in Ford CD players.*

Note: *Do not insert CDs with homemade paper (adhesive) labels into the CD player as the label may peel and cause the CD to become jammed. You should use a permanent felt tip marker rather than adhesive labels on your homemade CDs. Ballpoint pens may damage CDs. Please contact an authorized dealer for further information.*

Note: *Do not use any irregularly shaped discs or discs with a scratch protection film attached.*

Always handle discs by their edges only. Clean the disc with an approved CD cleaner only. Wipe it from the center of the disc toward the edge. Do not clean in a circular motion.

Do not expose discs to direct sunlight or heat sources for extended periods.

MP3 and WMA Track and Folder Structure

Audio systems capable of recognizing and playing MP3 and WMA individual tracks and folder structures work as follows:

- There are two different modes for MP3 and WMA disc playback: MP3 and WMA track mode (system default) and MP3 and WMA folder mode.
- MP3 and WMA track mode ignores any folder structure on the MP3 and WMA disc. The player numbers each MP3 and WMA track on the disc (noted by the MP3 or WMA file extension) from T001 to a maximum of T255. The maximum number of playable MP3 and WMA files may be less depending on the structure of the CD and exact model of radio present.

DEP POWER E-PROCESS

- MP3 and WMA folder mode represents a folder structure consisting of one level of folders. The CD player numbers all MP3 and WMA tracks on the disc (noted by the MP3 or WMA file extension) and all folders containing MP3 and WMA files, from F001 (folder) T001 (track) to F253 T255.
- Creating discs with only one level of folders helps with navigation through the disc files.

If you are burning your own MP3 and WMA discs, it is important to understand how the system reads the structures you create. While various files may be present, (files with extensions other than MP3 and WMA), only files with the MP3 and WMA extension are played; other files are ignored by the system. This enables you to use the same MP3 and WMA disc for a variety of tasks on your work computer, home computer and your in-vehicle system.

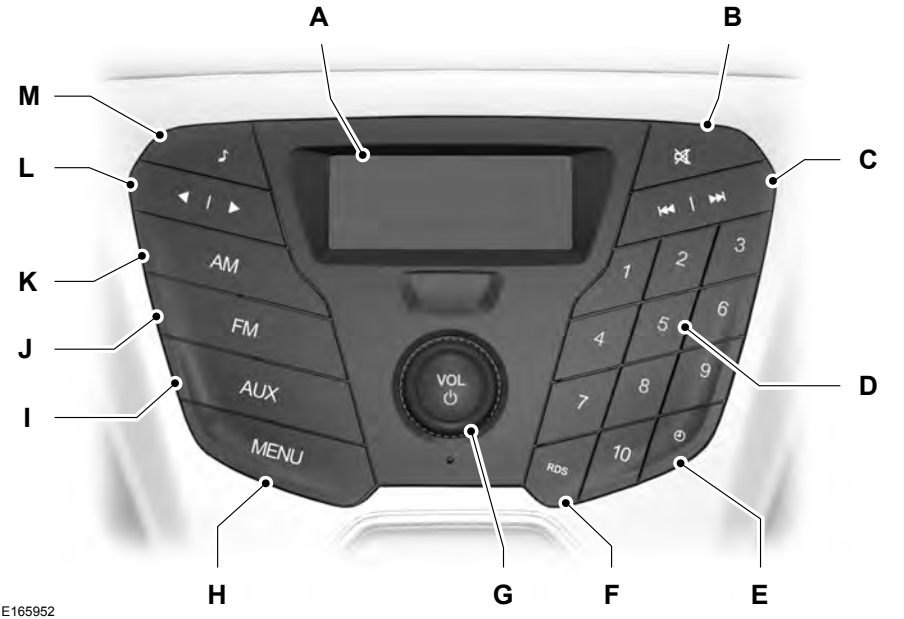
In track mode, the system displays and plays the structure as if it were only one level deep (all MP3 and WMA files play, regardless of being in a specific folder). In folder mode, the system only plays the MP3 and WMA files in the current folder.

AUDIO UNIT - VEHICLES WITH: AM/FM

WARNING

Driving while distracted can result in loss of vehicle control, crash and injury. We strongly recommend that you use extreme caution when using any device that may take your focus off the road. Your primary responsibility is the safe operation of your vehicle. We recommend against the use of any handheld device while driving. Make sure you are aware of all applicable local laws that may affect the use of electronic devices while driving.

DEP DEALER E-PROCESS



A **Display:** Shows the status of the current mode selected.

B **Mute:** Press the button to mute the sound.

C **Seek up:** Press the button to go to the next station up the radio frequency band. **Seek down:** Press the button to go to the next station down the radio frequency band.

D **Numeric keypad:** Press the button to recall a previously stored station. To store a favorite station press and hold until the sound returns.

E **Clock:** Press the button to select clock setup.

F **RDS:** Press the button to toggle between displaying the radio station frequency or radio station name.

G **On, Off** and **VOL:** Press the button to switch the audio system on or off. Turn the dial to adjust the volume.

H **MENU:** Press the button to access different audio system features.

I **AUX:** Press the button to access the AUX features, it will also cancel the menu or list browsing.

DEP DEARBORN ENGINEERING E-PROCESS

J **FM:** Press the button to select the FM frequency band.

K **AM:** Press the button to select the AM frequency band.

L **Cursor up** or **down:** Press the cursor up or down arrow buttons to adjust the settings within the menus or to move to the next radio station while listening to the radio on the **FM** or **AM** frequency band.

M **Sound:** Press the button to adjust the sound settings for bass, treble, balance or fade.

Sound Button

This will allow you to adjust the sound settings for bass, treble, balance or fade.

1. Press the sound button until the required setting is displayed.
2. Use the cursor up or down arrow buttons to select the required level.

Note: *Fade settings are only adjustable if there are speakers in the rear of your vehicle.*

Frequency Band Buttons

Press the **FM** or **AM** button to select frequency band.

You can use the buttons to return to radio reception when you have been listening to an **AUX** source.

Station Tuning Buttons

Seek Tuning

Select a frequency band and briefly press one of the seek buttons. The unit will stop at the first station it finds in the direction you have chosen.

Manual Tuning

Use the cursor up or down arrow buttons to tune up or down the frequency band in small increments, or press and hold to increment quickly until you find a station you want to listen to.

Station Preset Buttons

This feature allows you to store your favorite stations. They can be recalled by selecting the appropriate frequency band and pressing one of the preset buttons.

1. Select a frequency band.
2. Tune to the station required.
3. Press and hold one of the preset buttons. The audio unit will also mute momentarily as confirmation.

You can repeat this on each frequency band and for each preset button.

Clock Button

This will allow you to adjust the clock settings.

1. Press the clock button until **Set Hour** is displayed.
2. Use the cursor up or down arrow buttons to set the correct hour.
3. Press the clock button again until **Set Minutes** is displayed.
4. Use the cursor up or down arrow buttons to set the correct minutes.

Setting 24 Hour or 12 Hour Display

1. Press the **MENU** button until 24 Hour is displayed.
2. Use the cursor up or down arrow buttons to toggle between 24 hour or 12 hour display.

DEP DEALER E-PROCESS

Menu Button

This will allow you to adjust all of the audio system settings. Press the button repeatedly until the required setting is displayed. Use the cursor up or down arrow buttons to adjust the following settings:

- Clock hour
- Clock minutes
- 24 hour, 12 hour
- Bass
- Treble
- Balance
- Fade
- RDS

AUX Button

Connect your media device to the audio unit. See **Media Hub** (page 265).

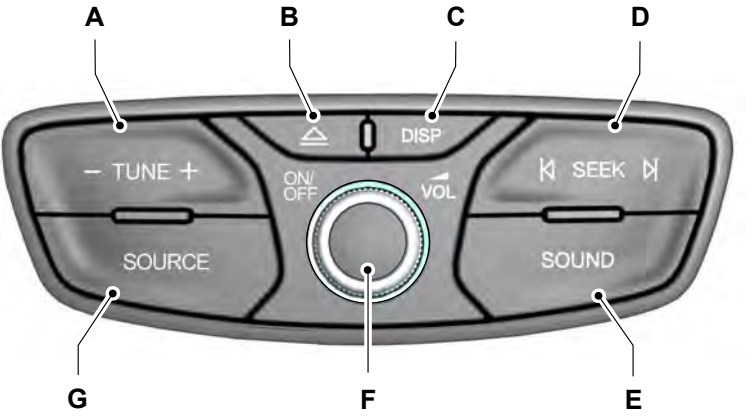
Select your media device as the audio source by pressing the **AUX** button. After connecting your media device, the first track will start to play automatically.

AUDIO UNIT - VEHICLES WITH: PREMIUM AM/FM/CD

WARNING

Driving while distracted can result in loss of vehicle control, crash and injury. We strongly recommend that you use extreme caution when using any device that may take your focus off the road. Your primary responsibility is the safe operation of your vehicle. We recommend against the use of any hand-held device while driving and encourage the use of voice-operated systems when possible. Make sure you are aware of all applicable local laws that may affect the use of electronic devices while driving.

Note: *The MyFord Touch system controls most of the audio features. See* ***MyFord Touch™*** *(page 312).*



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A **- TUNE +:** Press this button to manually search through the radio frequency band.

B **Eject:** Press this button to eject a CD.

C **DISP:** Press this button to switch the display screen off.

D **SEEK:** Press this button to go to the next station up or down the radio frequency band or the next or previous track on a CD.

E **SOUND:** Press this button to adjust the sound settings for Bass, Treble, Balance and Fade.

F **ON/OFF and VOL:** Press this button to switch the audio system off and on. Turn to adjust the volume.

G **SOURCE:** Press this button to access different audio modes, such as AM, FM and A/V input.

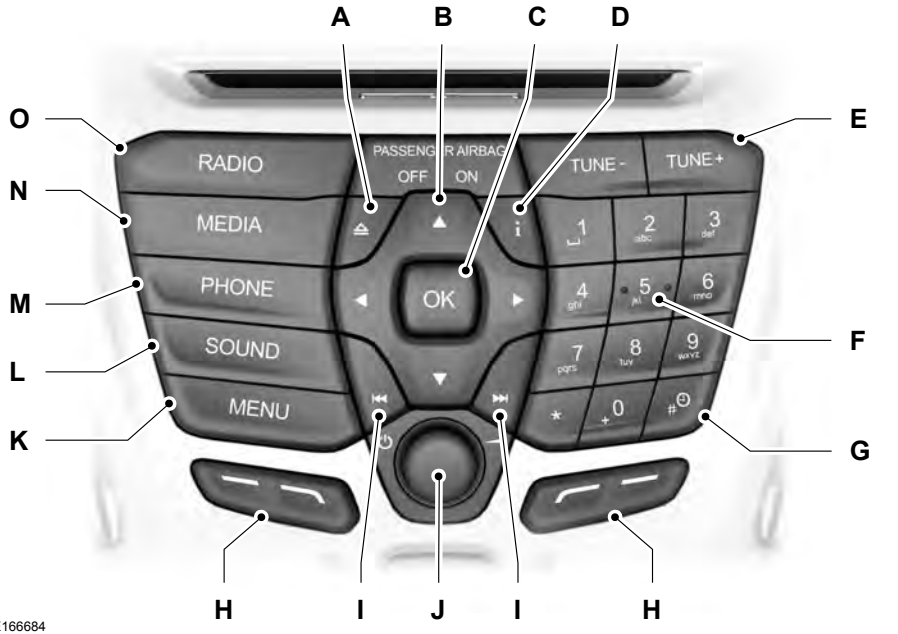
AUDIO UNIT - VEHICLES WITH: AM/FM/CD/SYNC

WARNING

Driving while distracted can result in loss of vehicle control, crash and injury. We strongly recommend that you use extreme caution when using any device that may take your focus off the road. Your primary responsibility is the safe operation of your vehicle. We recommend against the use of any hand-held device while driving and encourage the use of voice-operated systems when possible. Make sure you are aware of all applicable local laws that may affect the use of electronic devices while driving.

Note: *You can operate your audio system for up to one hour after you switch the ignition off. Press the on and off control to operate the system with the ignition turned off. The system automatically turns off after one hour.*

DEP DEALER E-PROCESS



A **Eject:** Press this button to eject a CD.

B **Cursor arrows:** Press these buttons to scroll through on screen audio system choices.

C **OK:** Press this button to confirm menu selections.

D **Information:** Press this button to access any available radio or CD information.

E **TUNE - and TUNE +:** Press these buttons to manually search the frequency band.

F **Number block:** In radio mode, store your favorite radio stations. To store a radio station, tune to the station, then press and hold a preset button until sound returns. In CD mode, select a track. In phone mode, enter a phone number.

G **Clock:** Push to access clock settings. You can also set the clock by pressing the **MENU** button and scrolling to Clock Settings.

H **Function buttons:** Select different functions of the audio system depending on which mode you are in (such as Radio mode or CD mode).

DEP POWER E-PROCESS

I **Seek:** Press and release these buttons to go to the previous or next preset radio station or disc track. Press and hold these buttons to fast forward to the previous or next strong radio station, memory preset or through the current disc track.

J **On, off and volume:** Press this button to switch the system off and on. Turn to adjust the volume.

K **MENU:** Press this button to access different audio system features. See **Menu Structure** later in this section.

L **SOUND:** Press this button to access settings for Treble, Middle, Bass, Fade and Balance. Use the up and down arrow buttons to select the various settings. When you make your selection, press the left and right arrow buttons to change the settings. Press **OK** to set or press **MENU** to exit. Sound settings can be set for each audio source independently.

M **PHONE:** Press this button to access the phone features of the SYNC system. See **SYNC™** (page 267).

N **MEDIA:** Press this button to switch between listening to a CD and the SYNC-Media menu. To change the SYNC-Media device (such as switching from a device plugged into the USB port to a Bluetooth audio device), press **MENU** and scroll to Select Source.

O **RADIO:** Press this button to listen to the radio or change radio frequencies. Press the function buttons below the radio screen to select different radio functions.

AUDIO UNIT - VEHICLES WITH: AM/FM/CD/SYNC/SATELLITE RADIO

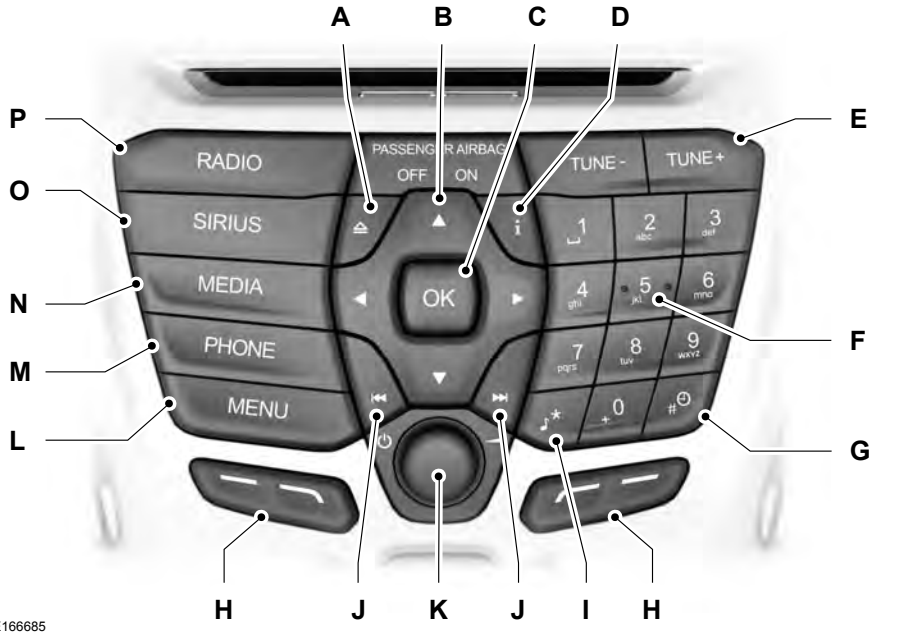
WARNING

Driving while distracted can result in loss of vehicle control, crash and injury. We strongly recommend that you use extreme caution when using any device that may take your focus off the road. Your primary responsibility is the safe operation of your vehicle. We recommend against the use of any hand-held device while driving and encourage the use of voice-operated systems when possible. Make sure you are aware of all applicable local laws that may affect the use of electronic devices while driving.

Note: *You can operate your audio system for up to one hour after you switch the ignition off. Press the on and off control to operate the system with the ignition turned off. The system automatically turns off after one hour.*

Note: *Some features, such as SIRIUS satellite radio, may not be available in your location. Check with an authorized dealer.*

DEP DEALER E-PROCESS



A **Eject:** Press this button to eject a CD.

B **Cursor arrows:** Press these buttons to scroll through on screen audio system choices.

C **OK:** Press this button to confirm menu selections.

D **Information:** Press this button to access any available radio or CD information.

E **TUNE - and TUNE +:** Press these buttons to manually search the frequency band.

F **Number block:** In radio mode, store your favorite radio stations. To store a radio station, tune to the station, then press and hold a preset button until sound returns. In CD mode, select a track. In phone mode, enter a phone number.

G **Clock:** Push to access clock settings. You can also set the clock by pressing the **MENU** button and scrolling to Clock Settings.

H **Function buttons:** Select different functions of the audio system depending on which mode you are in (such as Radio mode or CD mode).

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I **Sound:** Press this button to access settings for Treble, Middle, Bass, Fade and Balance. Use the up and down arrow buttons to select the various settings. When you make your selection, press the left and right arrow buttons to change the settings. Press **OK** to set or press **MENU** to exit. Sound settings can be set for each audio source independently.

J **Seek:** Press and release these buttons to go to the previous or next preset radio station or disc track. Press and hold these buttons to fast forward to the previous or next strong radio station, memory preset or through the current disc track.

K **On, off and volume:** Press this button to switch the system off and on. Turn to adjust the volume.

L **MENU:** Press this button to access different audio system features. See **Menu Structure** later in this section.

M **PHONE:** Press this button to access the phone features of the SYNC system. See **SYNC™** (page 267).

N **MEDIA:** Press this button to switch between listening to a CD and the SYNC-Media menu. To change the SYNC-Media device (such as switching from a device plugged into the USB port to a Bluetooth audio device), press **MENU** and scroll to Select Source.

O **SIRIUS:** Press this button to listen to SIRIUS satellite radio.

P **RADIO:** Press this button to listen to the radio or change radio frequencies. Press the function buttons below the radio screen to select different radio functions.

DIGITAL RADIO

Note: *HD Radio broadcasts are not available in all markets.*

HD Radio technology is the digital evolution of analog AM/FM radio. Your system has a special receiver that allows it to receive digital broadcasts (where available) in addition to the analog broadcasts, it already receives. Digital broadcasts provide a better sound quality than analog broadcasts with free, crystal-clear audio and no static or distortion. For more information, and a guide to available stations and programming, please visit www.hdradio.com.

When HD Radio is on and you tune to a station broadcasting HD Radio technology, you may notice the HD Radio logo on your screen. When this logo is available, you may also see Title and Artist fields on-screen.

The multicast indicator appears in FM mode (only) if the current station is broadcasting multiple digital broadcasts. The highlighted numbers signify available digital channels where new or different content is available. HD1 signifies the main programming status and is available in analog and digital broadcasts. Other multicast stations (HD2 through HD7) are only available digitally.

When HD Radio broadcasts are active, you can access the following functions:

DEP DEALER E-PROCESS

When HD Radio broadcasts are active, you can access the following functions:

- **Scan** allows you to hear a brief sampling of all available stations. This feature still works when HD Radio reception is on, although it does not scan for HD2-HD7 channels. You may see the HD logo appear if the station has a digital broadcast.
- **Memory presets** allow you to save an active channel as a memory preset. Touch and hold a memory preset slot until the sound returns. There is a brief mute while the radio saves the station. Sound returns when finished. When switching to an HD2 or HD3 memory preset, the sound mutes before the digital audio plays, because the system has to reacquire the digital signal.

Note: *As with any saved radio station, you cannot access the saved station if your vehicle is outside the station's reception area.*

HD Radio Reception and Station Troubleshooting

Potential reception issues	
Reception area	If you are listening to a multicast station and you are on the fringe of the reception area, the station may mute due to weak signal strength.
	If you are listening to HD1, the system switches back to the analog broadcast until the digital broadcast is available again. However, if you are listening to any of the possible HD2-HD7 multicast channels, the station mutes and stays muted unless it is able to connect to the digital signal again.
Station blending	When the system first receives a station (aside from HD2-HD7 multicast stations), it first plays the station in the analog version. Once the receiver verifies the station is an HD Radio station, it shifts to the digital version. Depending on the station quality, you may hear a slight sound change when the station changes from analog to digital. Blending is the shift from analog to digital sound or digital back to analog sound.

In order to provide the best possible experience, use the contact form to report any station issues found while listening to a station broadcasting with HD Radio technology. Independent entities own and operate each station. These stations are responsible for ensuring all audio streams and data fields are accurate.

DEP DIGITAL ENGINEER E-PROCESS

Potential station issues		
Issues	**Cause**	**Action**
Echo, stutter, skip or repeat in audio. Increase or decrease in audio volume.	This is poor time alignment by the radio broadcaster.	No action required. This is a broadcast issue.
Sound fading or blending in and out.	The radio is shifting between analog and digital audio.	No action required. The reception issue may clear up as you continue to drive.
There is an audio mute delay when selecting HD2 or HD3, multicast preset or **Direct Tune**.	The digital multicast is not available until the HD Radio broadcast is decoded. Once decoded, the audio is available.	No action required. This is normal behavior. Wait until the audio is available.
Cannot access HD2 or HD3 multicast channel when recalling a preset or from a direct tune.	The previously stored multicast preset or direct tune is not available in your current reception area.	No action required. The station is not available in your current location.
Text information does not match currently playing audio.	Data service issue by the radio broadcaster.	Fill out the station issue form at website listed below.*
There is no text information shown for currently selected frequency.	Data service issue by the radio broadcaster.	Fill out the station issue form at website listed below.*
HD2-HD7 stations not found when **Scan** is pressed.	Pressing **Scan** disables HD2-HD7 channel search.	No action required. This is normal behavior.

* http://www.ibiquity.com/automotive/report_radio_station_experiences

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SATELLITE RADIO

SIRIUS® broadcasts a variety of music, news, sports, weather, traffic and entertainment satellite radio channels. For more information and a complete list of SIRIUS satellite radio channels, visit www.siriusxm.com in the United States, www.sirius.ca in Canada, or call SIRIUS at 1-888-539-7474.

DEP DEALER E-PROCESS

Note: *This receiver includes the eCos real-time operating system. eCos is published under the eCos License.*

Satellite Radio Reception Factors

Potential satellite radio reception issues	
Antenna obstructions	For optimal reception performance, keep the antenna clear of snow and ice build-up and keep luggage and other material as far away from the antenna as possible.
Terrain	Hills, mountains, tall buildings, bridges, tunnels, freeway overpasses, parking garages, dense tree foliage and thunderstorms can interfere with your reception.
Station overload	When you pass a ground-based broadcast-repeating tower, a stronger signal may overtake a weaker one and the audio system may mute.
Satellite radio signal interference	Your display may show ACQUIRING . . . to indicate the interference and the audio system may mute.

SIRIUS® Satellite Radio Service

Note: *SIRIUS reserves the unrestricted right to change, rearrange, add or delete programming including canceling, moving or adding particular channels, and its prices, at any time, with or without notice to you. Ford Motor Company shall not be responsible for any such programming changes.*

E142593

SIRIUS satellite radio is a subscription-based satellite radio service that broadcasts a variety of music, sports, news, weather, traffic and entertainment programming. Your factory-installed SIRIUS satellite radio system includes hardware and a limited subscription term, which begins on the date of sale or lease of your vehicle. See an authorized dealer for availability.

For more information on extended subscription terms (a service fee is required), the online media player and a complete list of SIRIUS satellite radio channels, and other features, please visit www.siriusxm.com in the United States, www.sirius.ca in Canada, or call SIRIUS at 1-888-539-7474.

Satellite Radio Electronic Serial Number (ESN)

You need your ESN to activate, modify or track your satellite radio account. When in satellite radio mode, press **Options**.

DEP POWER E-PROCESS

Troubleshooting

Message	Condition	Action
Acquiring...	Radio requires more than two seconds to produce audio for the selected channel.	No action required. This message should disappear shortly.
Satellite antenna fault SIRIUS system failure	There is an internal module or system failure present.	If this message does not clear shortly, or with an ignition key cycle, your receiver may have a fault. See an authorized dealer for service.
Invalid Channel	The channel is no longer available.	Tune to another channel or choose another preset.
Unsubscribed Channel	Your subscription does not include this channel.	Contact SIRIUS at 1-888-539-7474 to subscribe to the channel, or tune to another channel.
No Signal	The signal is lost from the SIRIUS satellite or SIRIUS tower to your vehicle antenna.	The signal is blocked. When you move into an open area, the signal should return.
Updating...	Update of channel programming in progress.	No action required. The process may take up to three minutes.
Questions? Call 1-888-539-7474	Your satellite service is no longer available.	Contact SIRIUS at 1-888-539-7474 to resolve subscription issues.
None found Check Channel Guide	All the channels in the selected category are either skipped or locked.	Use the channel guide to turn off the Lock or Skip function on that station.
Subscription Updated	SIRIUS has updated the channels available for your vehicle.	No action required.

DEP DEALER E-PROCESS

AUDIO INPUT JACK

WARNINGS

Driving while distracted can result in loss of vehicle control, accident and injury. We strongly recommend that you use extreme caution when using any device or feature that may take your focus off the road. Your primary responsibility is the safe operation of your vehicle. We recommend against the use of any handheld device while driving and encourage the use of voice-operated systems when possible. Make sure you are aware of all applicable local laws that may affect the use of electronic devices while driving.

For safety reasons, do not connect or adjust the settings on your portable music player while your vehicle is moving.

Store the portable music player in a secure location, such as the center console or the glove box, when your vehicle is in moving. Hard objects may become projectiles in a collision or sudden stop, which may increase the risk of serious injury. The audio extension cable must be long enough to allow the portable music player to be safely stored while your vehicle is moving.

The auxiliary input jack allows you to connect and play music from your portable music player through your vehicle speakers. You can use any portable music player designed for use with headphones. Your audio extension cable must have male one-eighth inch (three and one-half millimeter) connectors at each end.

1. Make sure your vehicle is stationary with the radio and portable music players turned off.
2. Plug the extension cable from the portable music player into the auxiliary input jack.
3. Switch the radio on. Select either a tuned FM station or a CD.
4. Adjust the volume as desired.
5. Switch the portable music player on and adjust its volume to half its maximum level.
6. Press **AUX** until **LINE** or **LINE IN** appears in the display. You should hear music from your device even if it is low.
7. Adjust the volume on your portable music player until it reaches the volume level of the FM station or CD. Do this by switching back and forth between the AUX and FM or CD controls.

USB PORT (If Equipped)

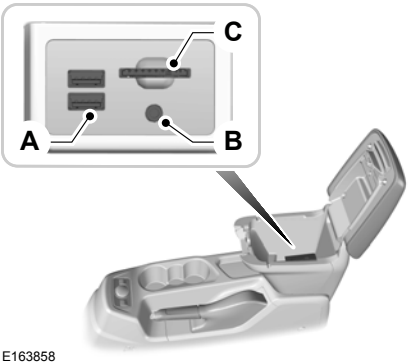
E142604

The USB port allows you to plug in media playing devices, memory sticks and charge devices (if supported). See **SYNC™** (page 267).

MEDIA HUB (If Equipped)

The media hub is located in the center console and has the following features:

Transit Connect (CHC) Canada/United States of America, enUSA, First Printing



E163858

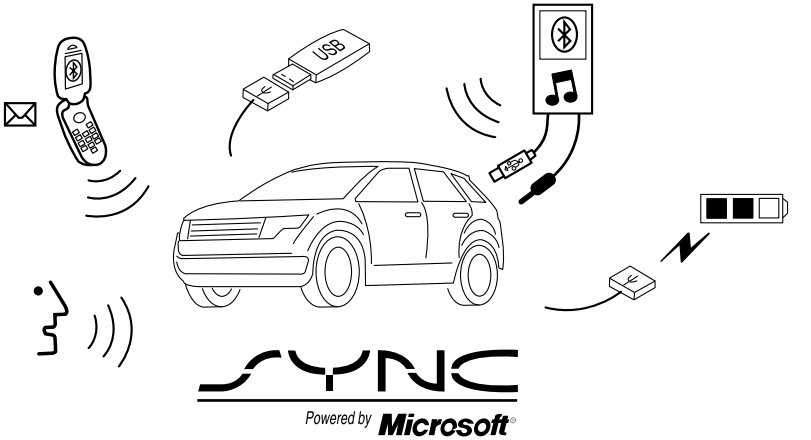
A USB ports
B Audio input
C SD card slot

AUDIO TROUBLESHOOTING

Audio unit display	Rectification
Please check CD	General error message for CD fault conditions. For example cannot read the CD, data-CD inserted, etc. Make sure the disc is loaded correctly. Clean and re-try, or replace disc with known music disc. If error persists contact an authorized dealer.
CD drive malfunction	General error message for CD fault conditions. For example a mechanism fault.
CD drive high temp.	Ambient temperature too hot – unit will not work until it has cooled down.

DEP DEALER E-PROCESS

GENERAL INFORMATION



E142598

SYNC is an in-vehicle communications system that works with your Bluetooth-enabled cellular phone and portable media player. This allows you to:

- Make and receive calls.
- Access and play music from your portable music player.
- Use 911 Assist, Vehicle Health Report and SYNC Services (Traffic, Directions & Information).*
- Use applications, such as Pandora and Stitcher, via SYNC AppLink.
- Access phonebook contacts and music using voice commands.
- Stream music from your connected phone.
- Text message.
- Use the advanced voice recognition system
- Charge your USB device (if your device supports this).

*These features require activation.

Make sure that you review your device's manual before using it with SYNC.

Support

The SYNC support team is available to help you with any questions you cannot answer on your own.

Monday-Saturday, 8:30am-9:00pm EST.

Sunday, 10:30am-7:30pm EST.

In the United States, call 1-800-392-3673.

In Canada, call 1-800-565-3673.

DEP POWER E-PROCESS

Times are subject to change due to holidays.

SYNC Owner Account

Why do I need a SYNC owner account?

- Required to activate Vehicle Health Report and to view the reports online.
- Required to activate the subscription-based SYNC Services and to personalize your Saved Points and Favorites.
- Essential for keeping up with the latest software downloads available for SYNC.
- Access to customer support for any questions you may have.

Driving Restrictions

For your safety, certain features are speed-dependent and restricted when your vehicle is traveling over 3 mph (5 km/h).

Safety Information

WARNING

Driving while distracted can result in loss of vehicle control, crash and injury. We strongly recommend that you use extreme caution when using any device that may take your focus off the road. Your primary responsibility is the safe operation of your vehicle. We recommend against the use of any hand-held device while driving and encourage the use of voice-operated systems when possible. Make sure you are aware of all applicable local laws that may affect the use of electronic devices while driving.

When using SYNC:

- Do not operate playing devices if the power cords or cables are broken, split or damaged. Place cords and cables out of the way, so they do not interfere with the operation of pedals, seats, compartments or safe driving abilities.
- Do not leave playing devices in your vehicle during extreme conditions as it could cause them damage. See your device's manual for further information.
- Do not attempt to service or repair the system. See an authorized dealer.

Privacy Information

When a cellular phone is connected to SYNC, the system creates a profile within your vehicle that is linked to that cellular phone. This profile is created in order to offer you more cellular features and to operate more efficiently. Among other things, this profile may contain data about your cellular phone book, text messages (read and unread), and call history, including history of calls when your cellular phone was not connected to the system. In addition, if you connect a media device, the system creates and retains an index of supported media content. The system also records a short development log of approximately 10 minutes of all recent system activity. The log profile and other system data may be used to improve the system and help diagnose any problems that may occur.

The cellular profile, media device index, and development log will remain in the vehicle unless you delete them and are generally accessible only in the vehicle when the cellular phone or media player is connected. If you no longer plan to use the system or the vehicle, we recommend you perform a Master Reset to erase all stored information.

DEP DEALER E-PROCESS

System data cannot be accessed without special equipment and access to the vehicle's SYNC module. Ford Motor Company and Ford of Canada will not access the system data for any purpose other than as described absent consent, a court order, or where required by law enforcement, other government authorities, or other third parties acting with lawful authority. Other parties may seek to access the information independently of Ford Motor Company and Ford of Canada. For further privacy information, see the sections on 911 Assist, Vehicle Health Report, and Traffic, Directions and Information.

USING VOICE RECOGNITION

This system helps you control many features using voice commands. This allows you to keep your hands on the wheel and focus on what is in front of you.

Helpful Hints

- Make sure the interior of your vehicle is as quiet as possible. Wind noise from open windows and road vibrations may prevent the system from correctly recognizing spoken commands.
- After pressing the voice button, wait until after the tone sounds and Listening appears before saying a command. Any command spoken before this does not register with the system.
- Speak naturally, without long pauses between words.
- At any time, you can interrupt the system while it is speaking by pressing the voice button.

Initiating a Voice Session

Initiate a voice session by pressing the voice button on the steering wheel controls. See **Voice Control** (page 62).

You can say any of the following:

Voice command	If you want the system to carry out the following
Bluetooth audio	Stream audio from your phone.
(cancel | stop | exit)	Cancel the requested action.
((line | AV | audio video) in | AUX | audio video)	Access the device connected to the auxiliary input jack.
mobile (apps | applications)	Access mobile applications.
(phone | Blackberry | iPhone | Mobile)	Make calls.
(USB [stick] | iPod | MP3 [player])	Access the device connected to your USB port.
vehicle [health] report	Run a vehicle health report.

DEP DEARBORN ENGINEER E-PROCESS

Voice command	If you want the system to carry out the following
voice settings	Adjust the level of voice interaction and feedback.
[main menu] help	Hear a list of voice commands available in the current mode.

You can say any of the voice commands that appear within open and close brackets that are separated by |. For example, where (cancel | stop | exit) appears you say; cancel or stop or exit.

You must say any of the voice commands that appear outside of open and close brackets. For example, where mobile (apps | applications) appears, you must say mobile followed by either apps or applications.

You do not need to say words that appear within square brackets. For example, for where (USB [stick] | iPOD | MP3 [player]) appears, you can say USB or USB stick.

Note: *Mobile Applications, Services and Vehicle health report, is only available in the United States of America.*

System Interaction and Feedback

The system provides feedback through audible tones, prompts, questions and spoken confirmations depending on the situation and the chosen level of interaction (voice settings). You can customize the voice recognition system to provide more or less instruction and feedback.

The default setting is to a higher level of interaction in order to help you learn to use the system. You can change these settings at any time.

Adjusting the Interaction Level

Initiate a voice session by pressing the voice button on the steering wheel controls. See **Voice Control** (page 62).

A tone sounds and the following message appears in the information display.

Message
Listen

When prompted say the following:

Voice command	If you want the system to carry out the following
voice settings	
Followed by either of the following:	
interaction mode novice	Provide more detailed interaction and guidance.
interaction mode advanced	Provide less audible interaction and more tone prompts.

The system defaults to the standard interaction mode.

DEP DEALER E-PROCESS

Confirmation prompts are short questions the system asks when it is not sure of your request or when there are multiple possible responses to your request. For example, the system may ask "Phone, is that correct?". If turned off, the system simply makes a best guess as to what you requested and may ask you to confirm settings.

Voice command	If you want the system to carry out the following
confirmation prompts off	Make a best guess from the command; you may still occasionally be asked to confirm settings.
confirmation prompts on	Clarify your voice command with a short question.

The system creates candidate lists when it has the same confidence level of several options based on your voice command. When turned on, it may prompt you with as many as four possibilities for clarification.

For example, say "Say 1 after the tone to call John Doe at home. Say 2 after the tone to call Johnny Doe on mobile. Say 3 after the tone to call Jane Doe at home." You could also say "Say 1 after the tone to play John Doe, Say 2 after the tone to play Johnny Doe."

Voice command	If you want the system to carry out the following
media candidate lists off	Make a best guess from the media candidate list. You may still occasionally be asked questions.
media candidate lists on	Clarify your voice command for media candidates.
phone candidate lists off	Make a best guess from the phone candidate list. You may still occasionally be asked questions.
phone candidate lists on	Clarify your voice command for phone candidates

USING SYNC™ WITH YOUR PHONE

Hands-free calling is one of the main features of SYNC. While the system supports a variety of features, many are dependent on your cell phone's functionality. At a minimum, most cell phones with Bluetooth wireless technology support the following functions:

- Answering an incoming call.
- Ending a call.
- Using privacy mode.
- Dialing a number.
- Redialing.
- Call waiting notification.
- Caller ID.

Other features, such as text messaging using Bluetooth and automatic phonebook download, are cell phone-dependent features. To check your cell phone's compatibility, see your cell phone's manual and visit www.SYNCMyRide.com, www.SYNCMyRide.ca or www.syncmaroute.ca.

DEP POWER E-PROCESS

Pairing a Cell Phone for the First Time

Note: *SYNC can support downloading up to approximately 1000 entries per Bluetooth-enabled cell phone.*

Note: *Make sure to switch on the ignition and the radio. Put the transmission in position park (**P**) (automatic transmission) or neutral with the parking brake applied (manual transmission).*

Note: *To scroll through the menus, press the up and down arrows on your audio system.*

Wirelessly pairing your cell phone with SYNC allows you to make and receive hands-free calls.

Press the phone button. When the display indicates there is no cell phone paired, do the following:

Message	Action and Description
No Phone Paired	Press the **OK** button. When the following message appears in the display.
Find SYNC	1. Press the **OK** button. 2. Put your cell phone into Bluetooth discovery mode. See your device's manual if necessary. 3. When prompted on your cell phone's display, enter the six-digit PIN provided by SYNC in the radio display. The display indicates when the pairing is successful.

Depending on your cell phone's capability and your market, the system may prompt you with questions, such as setting the current cell phone as the primary cell phone (the cell phone SYNC automatically tries to connect with first upon vehicle start-up) and downloading your phonebook.

DEP DEALER E-PROCESS

Pairing Subsequent Cell Phones

Press the phone button, then scroll to:

Message	Action
Phone settings	Press the **OK** button.
Bluetooth Devices	Press the **OK** button.
Add Device	Press the **OK** button. When the following message appears in the display.
Find SYNC	1. Press the **OK** button. 2. Put your cell phone into Bluetooth discovery mode. See your device's manual if necessary. 3. When prompted on your cell phone's display, enter the six-digit PIN provided by SYNC in the radio display. The display indicates when the pairing is successful.

The system then prompts with questions, such as if you would like to set the current cell phone as the primary cell phone (the cell phone SYNC automatically tries to connect with first upon vehicle start-up) or download your phonebook.

Note: *Make sure to switch on the ignition and the radio. Put the transmission in position park (**P**) (automatic transmission) or neutral with the parking brake applied (manual transmission).*

Note: *To scroll through the menus, press the up and down arrows on your audio system.*

Phone Voice Commands

Voice Command	Action
call (someone | [[a] name])	You do not need to preceed this command by saying; phone. This command is not available until your cell phone information is completely downloaded using Bluetooth.
Call ___ at Home	You do not need to preceed this command by saying; phone. This command is not available until your cell phone information is completely downloaded using Bluetooth.
Call ___ at Work	You do not need to preceed this command by saying; phone. This command is not available until your cell phone information is completely downloaded using Bluetooth.
Call ___ in Office	You do not need to preceed this command by saying; phone. This command is not available until your cell phone information is completely downloaded using Bluetooth.

DEP POWER E-PROCESS

Voice Command	Action
Call ___ on Mobile	You do not need to preceed this command by saying; phone. This command is not available until your cell phone information is completely downloaded using Bluetooth.
Call ___ on Other	You do not need to preceed this command by saying; phone. This command is not available until your cell phone information is completely downloaded using Bluetooth.
Call History Incoming	This command is not available until your cell phone information is completely downloaded using Bluetooth.
Call History Missed	This command is not available until your cell phone information is completely downloaded using Bluetooth.
Call History Outgoing	This command is not available until your cell phone information is completely downloaded using Bluetooth.
[Phone] Connections | [Media] Connections | [Bluetooth] Connections	
dial [[a] number]	You do not need to preceed this command by saying; phone. See the following **Phonebook Commands**.
([go to] privacy [on] | transfer to phone | handsfree off)	
(hold call [on] | (put | place) call on hold)	
join (call | calls)	
main menu	This command is not available until your cell phone information is completely downloaded using Bluetooth. See the following **Menu Commands**.
Phonebook ___	This command is not available until your cell phone information is completely downloaded using Bluetooth.
Phonebook ___ at Home	This command is not available until your cell phone information is completely downloaded using Bluetooth.
Phonebook ___ at Work	This command is not available until your cell phone information is completely downloaded using Bluetooth.

DEP DEALER E-PROCESS

Voice Command	Action
Phonebook ___ in Office	This command is not available until your cell phone information is completely downloaded using Bluetooth.
Phonebook ___ on Cell [2]	This command is not available until your cell phone information is completely downloaded using Bluetooth.
Phonebook ___ on Other	This command is not available until your cell phone information is completely downloaded using Bluetooth.

You can say any of the voice commands that appear within open and close brackets that are separated by |. For example, where (call | calls) appears you say; call or calls.

You must say any of the voice commands that appear outside of open and close brackets. For example, where; join (call | calls) appears, you must say join followed by either call or calls.

You do not need to say words that appear within square brackets. For example, for where ([go to] privacy [on]) appears, you can say privacy.

Phonebook Commands

When you ask SYNC to access content, for example the phonebook name or number, the requested information appears in the display to view.

Phone Menu Commands

Voice Command
[Phone] Connections | [Media] Connections | [Bluetooth] Connections
[Phone] Settings [Message] Notification On
[Phone] Settings [Message] Notification Off

Voice Command
[Phone] Settings [Set] Phone Ringer
[Phone] Settings [Set] Ringer 1
[Phone] Settings [Set] Ringer 2
[Phone] Settings [Set] Ringer 3
[Phone] Settings [Set] Ringer Off
Text Message Inbox

You do not need to say word contained within brackets for the system to understand your command.

DEP DEARBORN ENGINEER E-PROCESS

Making a Call

Press the voice button and when prompted say:

Voice Command	Action and Description
call (someone | [[a] name])	This command is not available until your cell phone information is completely downloaded using Bluetooth.
dial [[a] number]	
When the system confirms the number say one of the following commands:	
dial [[a] number]	To confirm the number and initiate the call.
(delete | correct)	To erase the last spoken digit or press the left arrow button.
clear	To erase all spoken digits or press and hold the left arrow button.

To end a call press and hold the red phone button.

Receiving Calls

When receiving a call, you can:

- Answer the call by pressing the phone button.
- Reject the call by pressing and holding the red phone button.
- Ignore the call by doing nothing.

Phone Options during an Active Call

During an active call, you have more menu features that become available, for example putting a call on hold or joining calls. Use the arrow buttons to scroll through the menu options.

Press the MENU button during an active call, then scroll to:

Message	Action and Description
Active call	Press the **OK** button.
Select one of the following:	
Mute Call	Press the **OK** button to mute the call.
Privacy	Press the **OK** button to switch a call from an active hands-free environment to your cell phone for a more private conversation.
Hold	Press the **OK** button to put an active call on hold.
Join calls	Join two separate calls. SYNC supports a maximum of three callers on a multiparty call or conference call.

DEP DEALER E-PROCESS

Message	Action and Description
	1. Press the phone button. 2. Access the desired contact through SYNC or use voice commands to place the second call. Once actively in the second call, press **MENU**. 3. Scroll to Join Calls, and press the **OK** button. Wait until the following message appears.
Join calls	Press the **OK** button.
Phonebook	To access your phonebook contacts. 1. Press the **OK** button to select, and then scroll through your phonebook contacts. 2. Press the **OK** button again when the desired selection appears in the display. 3. Press the phone button to call the contact.
Call History	To access your call history log. 1. Press the **OK** button to select, then scroll through your call history options (incoming, outgoing or missed). 2. Press the **OK** button when the desired selection appears in the display. 3. Press the phone button to call the selection.
Return	Exit the current menu.

Accessing Features Through the Phone Menu

The phone menu allows you to redial a number, access your call history and phonebook and sends text messages as well as access cell phone and system settings. You can also access advanced features, for example 911 Assist, Vehicle Health Report and SYNC Services.

Press the phone button, then scroll to:

Message	Action and Description
Phone Redial	Press the **OK** button to redial the last number called.

DEP DEARBORN ENGINEER E-PROCESS

Message	Action and Description
	Press the **OK** button again to confirm.
Call History	Access any previously dialed, received or missed calls after you connect your Bluetooth-enabled cell phone to SYNC[1]. Press the **OK** button then select one of the following and press the **OK** button again to confirm. Incoming calls Outgoing calls Missed calls The system attempts to automatically re-download your phonebook and call history each time your cell phone connects to SYNC (if the auto download feature is on and your Bluetooth-enabled cell phone supports this feature).
Phonebook	Access and call any contacts in your previously downloaded phonebook[1,2]. If your phonebook has less than 255 entries, they appear alphabetically in flat file mode. If there are more than 255 entries, the system will organize them into alphabetical categories. 1. Press the **OK** button. 2. Scroll to the desired contact. 3. Press **OK** or the phone button to call the contact.
Text messaging	Press the **OK** button to send, download, read and delete text messages[1].
Phone settings	View your cell phone's status, set ring tones, select your message notification, change phonebook entries and automatically download your cell phone content among other features[1].
SYNC Services	Access the SYNC Services portal where you can request various types of information, for example traffic reports and directions[3].
911 Assist	Auotmatically place an emergency call to a 911 operator following a crash[4].
Vehicle Health Report	Create and receive a diagnostic report card on your vehicle[3].

DEP DEALER E-PROCESS

Message	Action and Description
Mobile Apps	Interact with SYNC-capable mobile applications on your smartphone[3].
Exit	Press the **OK** button to to exit the phone menu.

[1] This is a cell phone-dependent feature.

[2] This is a cell phone-dependent and speed-dependent feature.

[3] This is an optional feature and available in the United States only.

[4] This is an optional feature and available in the United States and Canada only.

Text Messaging

SYNC allows you to receive, send, download and delete text messages. The system can also read incoming text messages to you so that you do not have to take your eyes off the road.

Note: *This is a cell phone-dependent feature.*

Receiving a Text Message

When a new text message arrives, an audible tone sounds and the information display indicates you have a new message.

Note: *This is a cell phone-dependent feature. Your cell phone must support downloading text messages using Bluetooth to receive incoming text messages.*

Following the notification choose from the following:

Read or store the text message:

Message	Action and Description
Text msg notify	Press the **OK** button to receive and open the text message. Press the **OK** button again and SYNC reads your message aloud if you are not able to view the message. You can then also choose to reply or forward the message.
Text msg notify	Take no action, the message goes into your text message inbox.

Press the voice button and when prompted say:

Voice Command	Action and Description
Read Message | Read Text Message | Text Message	Press the **OK** button to have SYNC read the message to you.

DEP DEARBORN ENGINEERING E-PROCESS

Reply or forward the message:

Message	Action and Description
Text msg notify	Press the **OK** button.
Select one of the following:	
Reply to sender	Press the **OK** button to access and then scroll through the list of pre-defined messages to send.
Forward msg.	Press the **OK** button to forward the message to anyone in your Phonebook or Call History. You can also choose Enter Number.

Note: *Forwarding a text message is a speed-dependent feature. It is only available when your vehicle is traveling at 3 mph (5 km/h) or less.*

Sending, Downloading and Deleting Your Text Messages

Text messaging is a cell phone-dependent feature. If your cell phone is compatible, SYNC allows you to receive, send, download and delete text messages.

Note: *Sending a text message is a speed-dependent feature. It is only available when your vehicle is traveling at 3 mph (5 km/h) or less.*

Note: *You can only have one recipient per text message.*

Press the phone button, then scroll to:

Message	Action and Description
Text messaging	Press the **OK** button.
Select one of the following:	
Download now	Allows you to download your unread messages to SYNC. To download the messages, press the **OK** button to select. The display indicates the system is downloading your messages. When downloading is complete, SYNC returns you to the inbox.
Delete All Messages?	Allows you to delete current text messages from SYNC. To delete the messages, press the **OK** button to select. The display indicates when it is finished deleting all your text messages. SYNC returns you to the text message menu.

DEP DEALER E-PROCESS

Message	Action and Description
Send Text Message?	Allows you to send a new text message based on a pre-defined set of 15 messages. See the following **Pre-defined text messages** table. 1. Press the **OK** button. 2. Scroll to your desired message. 3. Press the **OK** button. 4. Scroll through your phonebook, call history entries or enter a new number. 5. Press the **OK** button to enter the desired contact. 6. Press the **OK** button again when the system asks if you would like to send the message. The system sends each text message with the following signature: This message was sent from my Ford.
Return	Press the **OK** button to exit the current menu.

Pre-defined text messages

Message
Can't talk right now
Call me
Call you later
See u in 10 minutes
See u in 20 minutes
Yes
No
Why?

Message
Thanks!
Where R you?
I love you
Too funny :-)
Heavy traffic :-(

Accessing Your Phone Settings

These are cell phone-dependent features. Your cell phone settings allow you to access and adjust some features. For example ring tones, text message notification, modify your phonebook and set up automatic download.

DEP DIGITAL ENGINEER E-PROCESS

Press the phone button, then scroll to:

Message	Action and Description
Phone settings	Press the **OK** button.
Select one of the following:	
Phone status	See the provider, name, signal power, battery power and roaming status of your connected cell phone. Press **OK** to select and scroll to view the information. When done, press **OK** again to return to the phone status menu.
Set ringtone	Select which ring tone sounds during an incoming call. You can choose one of the system ring tones or your cell phone ring tones. Press the **OK** button and scroll to hear and choose from the following ring tones.
	Set ringer X
	Set ringer X
	Set ringer X
	Phone Ringer
	Press the **OK** button to select th desired ring tone. If your cell phone supports in-band ringing, your cell phone ring plays when you choose the phone ringer option.
Text Message Notification	You have the option of hearing an audible tone to notify you when a text message arrives. Press the **OK** button then select one of the following and press the **OK** button again to confirm. Message Notification On Message Notification Off
Add contacts	Press the **OK** button to add more contacts from your phonebook. Push the desired contact(s) on your cell phone. See your cell phone's manual on how to push contacts.

DEP DEALER E-PROCESS

Message	Action and Description
Auto-download	Automatically download your phonebook each time your cell phone connects to SYNC.*
Return	Exit the current menu.

*Downloading times are cell phone-dependent and quantity-dependent.

**When Auto Download is on, it automatically deletes any changes, additions or deletions saved since your last download.

System Settings

This menu provides access to your Bluetooth Devices and Advanced menu features. Use the arrow buttons to scroll through the menu options.

Bluetooth Devices

The Bluetooth Devices menu allows you to add, connect and delete devices, set a cell phone as primary as well as turn your Bluetooth feature on and off.

In the Phone settings menu, some options you can select include:

Message	Action and Description
BT Devices	Press the **OK** button.
Select one of the following:	
Add Device	See **Using SYNC™ With Your Phone** (page 271). *
Bluetooth On and Off	Turn the Bluetooth feature on and off. Press the **OK** button and scroll to toggle between on and off. Press the **OK** button again. Setting Bluetooth to off disconnects all Bluetooth devices and turns off all Bluetooth features.
Delete	Delete a paired cell phone. Press the **OK** button and scroll to select the device. Press **OK** to confirm.
Return	Exit the current menu.

* This is a speed-dependent feature. It is only available when your vehicle is traveling at 3 mph (5 km/h) or less.

**You can only connect one device at a time. When another cell phone is connected, the previous one is disconnected.

DEP DEARBORN E-PROCESS

Advanced

The Advanced menu allows you to access and set prompts, languages, defaults, perform a master reset, install an application and view system information.

In the Advanced settings menu, you can select any of the following

Message	Action and Description
Confirmation Prompts	Get help from SYNC by using questions, helpful hints or asking you for a specific action. To turn these prompts on or off: 1. Press the **OK** button to select and scroll to select between On and Off. 2. Press the **OK** button when the desired selection appears in the display. SYNC returns you to the Advanced menu.
Language	1. Press **OK** to select and then scroll through the languages. Choose between English, Français and Español. Once selected, all of the radio displays and prompts are in the selected language. 2. Press **OK** when the desired selection appears in the display. If you change the language setting, the display indicates that the system is updating. When complete, SYNC returns you to the Advanced menu.
Factory Defaults	Return to the factory default settings. This selection does not erase your indexed information, for example phonebook, call history, text messages or paired devices. Press the **OK** button to select and then press **OK** again when the following message appears in the display. Restore Defaults?
Master reset	Completely erase all information stored on SYNC, for example phonebook, call history, text messages and paired devices, and return the system to the factory default settings. Press **OK** to select. The display indicates when complete. SYNC returns you to the Advanced menu.
Install Applications	Install applications you have downloaded. Press the **OK** button and scroll to select. Press the **OK** button to confirm.
System info	Access the Auto Version number as well as the FDN number. Press the **OK** button to select.
Return	Exit the current menu.

DEP DEALER E-PROCESS

SYNC™ APPLICATIONS AND SERVICES

In order for the following features to work, your cellular phone must be compatible with SYNC. To check your phone's compatibility, visit www.SYNCMyRide.com, www.SYNCMyRide.ca or www.syncmaroute.ca.

- SYNC Services*: Provides access to traffic, directions and information such as travel, horoscopes, stock prices and more.
- 911 Assist: Can alert 911 in the event of an emergency.
- Vehicle Health Report*: Provides a diagnostic and maintenance report card of your vehicle.
- SYNC AppLink: Allows you to connect to and use certain applications such as Pandora and Stitcher (if your phone is compatible).

*This is an optional feature and available in the United States only.

911 Assist (If Equipped)

WARNINGS

Unless the 911 Assist setting is set on before a crash, the system will not dial for help which could delay response time, potentially increasing the risk of serious injury or death after a crash.

Do not wait for 911 Assist to make an emergency call if you can do it yourself. Dial emergency services immediately to avoid delayed response time which could increase the risk of serious injury or death after a crash. If you do not hear 911 Assist within five seconds of the crash, the system or phone may be damaged or non-functional.

WARNINGS

Always place your phone in a secure location in your vehicle so it does not become a projectile or get damaged in a crash. Failure to do so may cause serious injury to someone or damage the phone which could prevent 911 Assist from working properly.

Note: *The SYNC 911 Assist feature must be set on before the incident.*

Note: *Before setting this feature on, make sure that you read the 911 Assist Privacy Notice later in this section for important information.*

Note: *If any user turns 911 Assist on or off, that setting applies for all paired phones. If 911 Assist is turned off, either a voice message plays or a display message (or icon) comes on (or both) when your vehicle is started after a previously paired phone connects.*

Note: *Every phone operates differently. While SYNC 911 Assist works with most cellular phones, some may have trouble using this feature.*

If a crash deploys an airbag (excluding knee airbags and rear inflatable safety belts [if equipped]) or activates the fuel pump shut-off, your SYNC-equipped vehicle may be able to contact emergency services by dialing 911 through a paired and connected Bluetooth-enabled phone. You can learn more about the 911 Assist feature, visit www.SYNCMyRide.com, www.SYNCMyRide.ca or www.syncmaroute.ca.

See **Supplementary Restraints System** (page 38). Important information about airbag deployment is in this chapter.

See **Roadside Emergencies** (page 163). Important information about the fuel pump shut-off is in this chapter.

DEP POWER E-PROCESS

Setting 911 Assist On or Off

1. Press the phone button to enter the phone menu.
2. Scroll to select 911 Assist.
3. Press **OK** to confirm and enter the 911 Assist menu.
4. Scroll to select between On or Off.
5. Press **OK** when the desired option appears in the radio display. **Set On** or **Set Off** appears in the display as confirmation.

Off selections include:

- Off with reminder: Provides a display and voice reminder at phone connection at vehicle start.
- Off without reminder: Provides a display reminder only without a voice reminder at phone connection.

To make sure that 911 Assist works properly:

- SYNC must be powered and working properly at the time of the incident and throughout feature activation and use.
- The 911 Assist feature must be set on before the incident.
- You must pair and connect a Bluetooth-enabled and compatible cell phone to SYNC.
- A connected Bluetooth-enabled phone must have the ability to make and maintain an outgoing call at the time of the incident.
- A connected Bluetooth-enabled phone must have adequate network coverage, battery power and signal strength.
- The vehicle must have battery power and be located in the U.S., Canada or in a territory in which 911 is the emergency number.

In the Event of a Crash

Not all crashes will deploy an airbag or activate the fuel pump shut-off (the triggers for 911 Assist). If a connected cell phone sustains damage or loses its connection to SYNC during a crash, SYNC will search for and try to connect to a previously paired cell phone; SYNC will then attempt to call the emergency services.

Before making the call:

- SYNC provides a short window of time (about 10 seconds) to cancel the call. If you fail to cancel the call, SYNC attempts to dial 911.
- SYNC says the following, or a similar message: "SYNC will attempt to call 911, to cancel the call, press Cancel on your screen or press and hold the phone button on your steering wheel."

If you do not cancel the call, and SYNC makes a successful call, a pre-recorded message plays for the 911 operator, and then the occupant(s) in your vehicle is able to talk with the operator. Be prepared to provide your name, phone number and location immediately, because not all 911 systems are capable of receiving this information electronically.

911 Assist May Not Work If

- Your cellular phone or 911 Assist hardware sustains damage in a crash.
- The vehicle's battery or the SYNC system has no power.
- The phone(s) previously paired or connected to the system are thrown from your vehicle.

DEP DEALER E-PROCESS

911 Assist Privacy Notice

When you turn on 911 Assist, it may disclose to emergency services that your vehicle has been in a crash involving the deployment of an airbag or activation of the fuel pump shut-off. Certain versions or updates to 911 Assist may also be capable of electronically or verbally disclosing to 911 operators your vehicle location or other details about your vehicle or crash to assist 911 operators to provide the most appropriate emergency services. If you do not want to disclose this information, do not turn the feature on.

Vehicle Health Report

WARNING

Always follow scheduled maintenance instructions, regularly inspect your vehicle, and seek repair for any damage or problem you suspect. Vehicle Health Report supplements, but cannot replace, normal maintenance and vehicle inspection. Vehicle Health Report only monitors certain systems electronically monitored by your vehicle and will not monitor or report the status of any other system, (such as brake lining wear). Failure to perform scheduled maintenance and regularly inspect your vehicle may result in vehicle damage and serious injury.

Note: *This feature is only available in the United States.*

Note: *Your Vehicle Health Report feature requires activation before use. Visit www.SYNCMyRide.com to register. There is no fee or subscription associated with Vehicle Health Report, but you must register to use this feature.*

Note: *This feature may not function properly if you have enabled caller ID blocking on your cellular phone. Before running a report, review the Vehicle Health Report Privacy Notice.*

Note: *In order to allow a break-in period for your vehicle, you may not be able to create a Vehicle Health Report until your vehicle odometer has reached 200 miles.*

Note: *Cellular phone and SMS charges may apply when making a report.*

Register for Vehicle Health Report and set your report preferences at www.SYNCMyRide.com. After registering, you can request a Vehicle Health Report (inside your vehicle). Return to your account at www.SYNCMyRide.com to view your report. You can also choose for SYNC to remind you automatically to run reports at specific mileage intervals.

The system allows you to check your vehicle's overall health in the form of a diagnostic report card. The Vehicle Health Report contains valuable information such as:

- Vehicle diagnostic information
- Scheduled maintenance
- Open recalls and Field Service Actions
- Items noted during vehicle inspections by an authorized dealer that still need servicing.

You can run a report (after your vehicle has been running a minimum of 60 seconds) by pressing the voice button and saying "Vehicle Health Report", or pressing the phone button.

To run a report using the phone button:

1. Press the phone button to enter phone menu.
2. Scroll to select Vehicle Health, and then press **OK**.
3. Scroll to select from the following options:

DEP POWER E-PROCESS

Vehicle Health Report options	
User Preferences: Press **OK** to select and enter the menu. Scroll to select from:	**Automatic Reports:** Press **OK** to and select On or Off. Select On to have SYNC automatically prompt you to run a health report at certain mileage intervals.*
	Mileage Intervals: Press **OK**. Scroll to select between 5000, 7500 or 10000-mile intervals and press **OK** to make your selection.
	Return: Press OK to exit the menu.
Run Report?	Press **OK** for SYNC to run a health report of your vehicle's diagnostic systems and send the results to Ford where it combines with scheduled maintenance information, open recalls and other field service actions and vehicle inspection items that still need servicing from an authorized dealer.
Return	Exit the current menu.

*You must first turn this feature on before you can select the desired mileage interval.

Vehicle Health Report Privacy Notice

When you create a Vehicle Health Report, Ford Motor Company may collect your cellular phone number (to process your report request) and diagnostic information about your vehicle. Certain versions or updates to Vehicle Health Report may also collect more vehicle information. Ford may use your vehicle information it collects for any purpose. If you do not want to disclose your cellular phone number or vehicle information, do not run the feature or set up your Vehicle Health Report profile at www.SYNCMyRide.com. See www.SYNCMyRide.com (Vehicle Health Report Terms and Conditions, and Privacy Statement) for more information.

SYNC Services: Traffic, Directions & Information (TDI) (If Equipped, Unites States Only)

Note: *SYNC Services varies by trim level and model year and may require a subscription. Traffic alerts and turn-by-turn directions available in select markets. Message and data rates may apply. Ford Motor Company reserves the right to change or discontinue this product service at any time without prior notification or incurring any future obligation.*

Note: *SYNC Services requires activation before use. Visit www.SYNCMyRide.com to register and check your eligibility for complimentary services. Standard phone and message rates may apply. Subscription may be required. You must also have the active SYNC Services Bluetooth-enabled cellular phone paired and connected to the system in order to connect to, and use, SYNC Services. See* ***Using SYNC™ With Your Phone*** *(page 271).*

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Note: *This feature does not function properly if you have enabled caller ID blocking on your cellular phone. Make sure your cellular phone is not blocking caller ID before using SYNC Services.*

Note: *The driver is ultimately responsible for the safe operation of the vehicle, and therefore, must evaluate whether it is safe to follow the suggested directions. Any navigation features provided are only an aid. Make your driving decisions based on your observations of local conditions and existing traffic regulations. Do not follow the route suggestions if doing so would result in an unsafe or illegal maneuver, place you in an unsafe situation, or if you would be directed into an area that you consider unsafe. Maps used by this system may be inaccurate because of errors, changes in roads, traffic conditions or driving conditions.*

Note: *When you connect, the service uses GPS technology and advanced vehicle sensors to collect your vehicle's current location, travel direction and speed to help provide you with the directions, traffic reports, or business searches you request. Further, to provide the services you request, for continuous improvement, the service may collect and record call details and voice communications. For more information, see SYNC Services Terms and Conditions at www.SYNCMyRide.com. If you do not want Ford or its service providers to collect your vehicle travel information or other information identified in the Terms and Conditions, do not subscribe or use the service.*

SYNC Services uses advanced vehicle sensors, integrated GPS technology and comprehensive map and traffic data, to give you personalized traffic reports, precise turn-by-turn directions, business search, news, sports, weather and more. For a complete list of services, or to learn more, please visit www.SYNCMyRide.com.

Connecting to SYNC Services Using Voice Commands

1. Press the voice button.
2. When prompted, say "Services". This initiates an outgoing call to SYNC Services using your paired and connected Bluetooth-enabled cellular phone.
3. Once you connect to the service, follow the voice prompts to request the desired service, such as Traffic or Directions. You can also say, "What are my choices?" to receive a list of available services from which to choose.
4. Say, "Services" to return to the Services main menu or for help, say, "Help".

Connecting to SYNC Services Using the Phone Menu

1. Press the phone button to enter the phone menu.
2. Scroll to Services.
3. Press **OK** to confirm and enter the Services menu. The display indicates the system is connecting.
4. Press **OK**. SYNC initiates the call to the Services portal.
5. Once you connect to the service, follow the voice prompts to request the desired service, such as Traffic or Directions. You can also say, "What are my choices?" to receive a list of available services from which to choose.
6. Say, "Services" to return to the Services main menu or for help, say, "Help".

DEP POWER E-PROCESS

Receiving Turn-by-Turn Directions

1. When connected to SYNC Services, say "Directions" or "Business search". To find the closest business or type of business to your current location, just say "Business search" and then "Search near me". If you need further assistance in finding a location you can say "Operator" at any time within a Directions or Business search to speak with a live operator. The system may prompt you to speak with an operator when it has difficulty matching your voice request. The live operator can assist you by searching for businesses by name or by category, residential addresses by street address or by name or specific street intersections. Operator Assist is a feature of your SYNC Services subscription. For more information on Operator Assist, visit www.SYNCMyRide.com/support.
2. Follow the voice prompts to select your destination. Once you select your destination, the system uploads your current vehicle location, calculates a route based on current traffic conditions and sends it back to your vehicle. After the route download is complete, the phone call automatically ends. You then receive audible and visual driving instructions as you travel toward your destination.
3. While on an active route, you can select or say "Route summary" or "Route status" to view the Route Summary turn list or the Route Status ETA. You can also turn voice guidance on or off, cancel the route or update the route.

If you miss a turn, SYNC automatically asks if you want the route updated. Just say, "Yes" when prompted and the system sends a new route to your vehicle.

Disconnecting from SYNC Services

1. Press and hold the phone button on the steering wheel.
2. Say "Goodbye" from the SYNC Services main menu.

SYNC Services quick tips	
Personalizing	You can personalize your Services feature to provide quicker access to your most used or favorite information. You can save address points such as work or home. You can also save favorite information like sports teams or a news category. You can learn more about personalization by logging onto www.SYNCMyRide.com.
Push to interrupt	Press the voice button at any time (while connected to SYNC Services) to interrupt a voice prompt or an audio clip (such as a sports report) and say your voice command.
Portable	Your subscription is associated with your Bluetooth-enabled cellular phone number, not your VIN (Vehicle Identification Number). You can pair and connect your phone to any vehicle equipped with SYNC Services and continue enjoying your personalized services.

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SYNC Services quick tips	
	You can even access your account outside your vehicle. Just use the number on your phone's call history. Traffic and Directions features do not function properly but information services and the 411 connect and text message features are available.

SYNC AppLink

Note: *This feature is only available in the United States.*

Note: *You must pair and connect your smartphone to SYNC to access AppLink.*

Note: *iPhone users need to connect the phone to the USB port in order to start the application. We recommend you lock your iPhone after starting an application.*

Note: *The AppLink feature is not available if your vehicle is equipped with the MyFord Touch or MyLincoln Touch system.*

Note: *Depending on your display type, you can access AppLink from the media menu, the phone menu, or by using voice commands. Once an app is running through AppLink, you can control main features of the app through voice commands and steering wheel controls.*

To Access Using the Phone Menu

1. Press the phone button to access the SYNC phone menu on-screen.
2. Scroll to Mobile Apps and press OK to access a list of available applications.
3. Scroll through the list of available applications and press OK to select a particular app.
4. Once an app is running through SYNC, you can access an app's menu by pressing the **MENU** button to first access the SYNC menu.
5. Select "SYNC-Media" by pressing **OK**.
6. Scroll until "<App name> Menu" is displayed (such as, Pandora Menu), then press **OK**. From here, you can access an application's features, such as Thumbs up and Thumbs down. For more information, please visit www.SYNCMyRide.com.

To Access Using the Media Menu

1. Press the **AUX** button on the center console.
2. Press **MENU** to access the SYNC menu.
3. Select "SYNC-Media" by pressing **OK**.
4. Scroll to Mobile Apps and press **OK** to access a list of available applications.
5. Scroll through the list of available applications and press **OK** to select a particular app.
6. Once an app is running through SYNC, you can access an app's menu by pressing the **MENU** button to first access the SYNC menu.
7. Select "SYNC-Media" by pressing **OK**.
8. Scroll until "<App name> Menu" is displayed (such as, Pandora Menu), then press **OK**. From here, you can access an application's features, such as Thumbs up and Thumbs down. For more information, please visit www.SYNCMyRide.com.

To Access Using Voice Commands

1. Press the voice icon.
2. When prompted, say "Mobile Apps".

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3. Say the name of the application after the tone.
4. The app should start. While an app is running through SYNC, you can press the voice button and speak commands specific to the app, such as "Play Station Quickmix". Say "Help" to discover available voice commands.

USING SYNC™ WITH YOUR MEDIA PLAYER

You can access and play music from your digital music player over your vehicle's speaker system using the system's media menu or voice commands. You can also sort and play your music by specific categories, for example artist and album.

Note: *The system is capable of indexing up to 6,000 songs.*

SYNC is capable of hosting nearly any digital media player including: iPod®, Zune™, plays from device players, and most USB drives. SYNC also supports the following audio formats MP3, WMA, WAV and ACC.

Connecting Your Digital Media Player to the USB Port

Note: *If your digital media player has a power switch, make sure you switch it on before plugging it in.*

To Connect Using Voice Commands

Plug the device into the USB port. See **USB Port** (page 265).

Press the voice button and when prompted say:

Voice command	Action and Description
(USB [stick] | iPod | MP3 [player])	You can now play music by saying any of the appropriate voice commands. See Media voice commands.

You do not need to say words that appear within square brackets. For example, for where (USB [stick] | iPOD | MP3 [player]) appears, you can say USB or USB stick.

To Connect Using the System Menu

Plug the device into the USB port. See **USB Port** (page 265).

Press the AUX button, then scroll to:

Message	Action and Description
Menu	Press the **OK** button to enter the media menu.
Browse device	Press the **OK** button.
USB	Press the **OK** button.

DEP DEALER E-PROCESS

Message	Action and Description
	Depending on how many digital media files are on your connected device, the following message may appear in the radio display. When indexing is complete, the screen returns to the Play menu. Indexing...
Select one of the following:	
Play all	
Artist	
Albums	
Genres	
Playlists	
Tracks	
Browse USB	
Similar music	
Return	Exit the current menu.

What's Playing?

When a track is playing, you can ask the system to tell you what is currently playing.

DEP DEARBORN E-PROCESS

Press the voice button and when prompted say:

Voice command	Action and Description
((who's | who is) this | who plays this | (what's | what is) playing [now] | (what | which) (song | track | artist) is this | (who's | who is) playing | (what's | what is) this)	The system reads the metadata tags of the playing track, and if the metadata tags are populated, the system will tell you what track is playing.

You can say any of the voice commands that appear within open and close brackets that are separated by |. For example, where; (what's | what is) appears you say; what's or what is.

You must say any of the voice commands that appear outside of open and close brackets. For example, where; who plays this (what's | what is) playing, you must say; who plays this (what's or what is) playing.

Media Voice Commands

Press the voice button and when prompted say any of the following:

Voice command	
(USB [stick] | iPod | MP3 [player])	
Autoplay Off	
Autoplay [on]	
[Phone] Connections | [Media] Connections | [Bluetooth] Connections	
pause	
play	
play [album] [by [artist]]	1,2
Play all	
play [artist]	1,2
play [genre]	1,2
[Play] Next Folder	3

Voice command	
[play] next track	
play [playlist]	1,2
[Play] Previous Folder	3
[play] previous track	
play [song | track | title | file]	1,2
Refine album ___	1,2
repeat (track | song) [on]	
repeat off	
(browse | search | show) album	1,2
(browse | search | show) all (artist | artists)	1,2
(browse | search | show) all (genre | genres)	1,2
(browse | search | show) all (song | songs | title | titles | file | files | track | tracks)	1,2

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Voice command
shuffle [all] [on]
shuffle off

Voice command
[play] (similar music | more like this)
((who's | who is) this | who plays this | (what's | what is) playing [now] | (what | which) (song | track | artist) is this | (who's | who is) playing | (what's | what is) this)

[1] <name> is a dynamic listing, meaning that it could be the name of anything, such as a group, artist or song.

[2] This voice command is not available until indexing is complete.

[3] This voice command is only available in folder mode.

Voice Command Guide

Voice command	Action and Description
Autoplay [on]	Turn autoplay on to listen to music processed during indexing. Turn autoplay off to allow the indexing process to finish before the system plays any of your music.*
(browse | search | show) all (genre | genres)	The system searches all the data from your indexed music and, if available, begins to play the chosen type of music. You can only play genres of music that are present in the GENRE metadata tags that you have on your digital media player.
play [genre]	
[play] (similar music | more like this)	The system compiles a playlist and then plays music similar to what is currently playing from the USB port using indexed metadata information.
(browse | search | show) all (artist | artists)	The system searches for specific artist information from the music indexed through the USB port.
(browse | search | show) all (song | songs | title | titles | file | files | track | tracks)	The system searches for specific track information from the music indexed through the USB port.
(browse | search | show) album	The system searches for specific album information from the music indexed through the USB port.
play [artist]	The system searches for specific artist information from the music indexed through the USB port.

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Voice command	Action and Description
play [song | track | title | file]	The system searches for specific track information from the music indexed through the USB port.
play [album] [by [artist]]	The system searches for specific album information from the music indexed through the USB port.
Refine	This allows you to make your previous command more specific. For example, if you asked to search and play all music by a certain artist, you could then say, refine album and choose a specific album from the list to view. If you then select Play, the system only plays music from that specific album.

*Indexing times can vary from device to device and with regard to the number of songs the system needs to process.

Bluetooth Audio Command Guide

Press the voice button and when prompted say any of the following:

Voice command
[Phone] Connections | [Media] Connections | [Bluetooth] Connections
pause
play
[play] next track
[play] previous track

Media Menu Features

The media menu allows you to select your media source, how to play your music, for example by artist, genre, shuffle or repeat, and to add, connect or delete devices.

Press the AUX button, then scroll to:

Message	Action and Description
Menu	Press the **OK** button to enter the media menu.
Select one of the following:	
Menu	Play your music by artist, album, genre, playlist, track, similar music or play all music. You can also choose to Explore USB to view the supported digital music files on your playing device.

DEP DEALER E-PROCESS

Message	Action and Description
Browse device	Select and play music from your USB port, auxiliary input jack or stream music from your Bluetooth-enabled cell phone.
Select one of the following:	
USB	Press the **OK** button to access music plugged into your USB port. You can also plug in devices to charge them (if supported by your device). Once connected, the system indexes any readable media files.[1]
Bluetooth audio	Press the **OK** button. This is a phone-dependent feature that allows you to stream music playing on your Bluetooth-enabled phone. If supported by your device, you can press seek to play the previous or next track.
Line In	Press the **OK** button to select and play music from your portable music player over your vehicle's speakers.[2]
Media Player Settings	Choose to shuffle or repeat your music and select your Autoplay settings. Once you turn these selections on, they remain on until you turn them off. Press **SEEK** to play the previous or next track.[3]
Select one of the following:	
Shuffle	Press the **OK** button to shuffle available media files in the current playlist. To shuffle all media tracks, you must select Play All in the play menu and then select Shuffle.
Repeat	Press the **OK** button to repeat any song.
Autoplay	Press the **OK** button to turn autoplay on to listen to music processed during indexing. Turn autoplay off to allow the indexing process to finish before the system plays any of your music.[4]
Mobile Apps	Interact with SYNC-capable mobile applications on your smartphone.

DEP POWER E-PROCESS

Message	Action and Description
Settings	Access available Bluetooth Device menu listings as well as Advanced menu listings.
Exit	Press **OK** to exit the media menu.

[1]The time required to complete this depends on the size of the media the system needs to index. If autoplay is on, you can listen to media processed during indexing. If autoplay is off, you cannot listen to music until the system finishes indexing media. SYNC is capable of indexing thousands of average size media and notifies you if it reaches the maximum indexing file size.

[2]If you have already connected a device to the USB port, you cannot access the line in feature. Some digital media players require both USB and line in ports to stream data and music separately.

[3]Some digital media players require both USB and line in ports to stream data and music separately

[4]Indexing times can vary from device to device and with regard to the number of songs the system needs to process.

Accessing Your Play Menu

This menu allows you to select and play your media by artist, album, genre, playlist, track, similar music or even to explore what is on your USB device.

If there are no media files to access, the display indicates there is no media. If there are media files, you have the following options:

Note: *If your digital media player has a power switch, make sure you switch it on before plugging it in.*

Press the AUX button, then scroll to:

Message	Action and Description
Menu	Press the **OK** button to enter the media menu.
Select one of the following:	
Play all	Press the **OK** button. The first track title appears in the display. Play all indexed media (tracks) from your playing device in flat file mode, one at a time in numerical order.
Artist	Sort all indexed media by artist. Once selected, the system lists and then play all artists and tracks alphabetically. If there are fewer than 255 indexed artists, the system lists them alphabetically in flat file mode. If there are more than 255, the system categorizes them alphabetically.

DEP DEALER E-PROCESS

Message	Action and Description
	1. Press the **OK** button. You can select to play all artists or any indexed artist. 2. Scroll to choose the desired artist. Press the **OK** button.
Albums	Sort all indexed media by albums. If there are fewer than 255 indexed albums, the system lists them alphabetically in flat file mode. If there are more than 255, the system categorizes them alphabetically. 1. Press the **OK** button. You can enter the album menu and select from playing all albums or from any individual indexed album. 2. Scroll to choose the desired album. Press the **OK** button.
Genres	Sort indexed music by genre (category) type. SYNC lists the genres alphabetically in flat file mode. If there are more than 255, the system categorizes them alphabetically. 1. Press the **OK** button. 2. Scroll to select the desired genre. Press the **OK** button.
Playlists	Access your playlists from formats ASX, M3U, WPL or MTP. The system lists your playlists alphabetically in flat-file mode. If there are more than 255, the system categorizes them alphabetically. 1. Press the **OK** button. 2. Scroll to select the desired playlist. Press the **OK** button.
Tracks	Search for and play a specific indexed track. SYNC lists your tracks alphabetically in flat file mode. If there are more than 255, the system categorizes them alphabetically. 1. Press the **OK** button. 2. Scroll to select the desired track. Press the **OK** button.
Browse USB	Explore all supported digital media on your media device connected to the USB port. You can only view media content which is compatible with SYNC; other files saved are not visible. 1. Press the **OK** button. 2. Scroll to explore indexed media on your flash drive.

DEP POWER E-PROCESS

Message	Action and Description
Similar Music	Play music similar to what is currently playing from the USB port. The system uses the metadata information of each song to compile a playlist for you.* 1. Press the **OK** button. 2. The system creates a new list of similar songs and begins playing. This feature does not include tracks with incomplete metadata information. Press the **OK** button.
Return	Exit the current menu.

*With certain playing devices, if your metadata tags are not populated, the tracks are not available in voice recognition, play menu or similar music. However, if you place these tracks onto your playing device in "Mass Storage Device Mode", they are available in voice recognition, play menu browsing and similar music. The system places Unknown items into any unpopulated metadata tag.

System Settings

Bluetooth Devices

The Bluetooth Devices menu allows you to add, connect and delete a device as turn the Bluetooth feature on and off.

Press the AUX button, then scroll to:

Message	Action and Description
Menu	Press the **OK** button to enter the media menu.
Settings	Press the **OK** button.
Bluetooth Devices	Press the **OK** button.
Select one of the following:	
Add Device	Pair more devices to the system.* 1. Press the **OK** button. When find SYNC appears in the display, press the **OK** button again. 2. Follow the directions in your phone's manual to put your phone into discovery mode. A six-digit PIN appears in the display. 3. When prompted on your phone's six-digit display, enter the PIN.

DEP DEALER E-PROCESS

Message	Action and Description
Bluetooth On and Off	Turn the Bluetooth feature on and off.** 1. Press the **OK** button and scroll to toggle between on and off. 2. Make a selection, press the **OK** button.
DEL DEVICE	Delete a paired media device. 1. Press the **OK** button and scroll to select the device. 2. Press the **OK** button to confirm.
Delete All	Delete all previously paired devices. 1. Press the **OK** button. 2. Press the **OK** button to confirm.
Return	Exit the current menu.

*This is a speed-dependent feature. It is only available when your vehicle is traveling at 3 mph (5 km/h) or less.

**Setting Bluetooth to off disconnects all Bluetooth devices and turns off all Bluetooth features.

Advanced

The Advanced menu allows you to access and set prompts, languages, defaults and perform a master reset.

In the Advanced settings menu, you can select any of the following

Message	Action and Description
Confirmation Prompts	Have SYNC guide you by asking questions, helpful hints or ask you for a specific action. 1. Press the **OK** button and scroll to toggle between on and off. 2. Make a selection, press the **OK** button. SYNC takes you back to the Advanced menu.
Language	Choose from the available languages. The displays and prompts are in the selected language.

DEP POWER E-PROCESS

Message	Action and Description
	1. Press the **OK** button and scroll through the available languages. 2. Press the **OK** button when the desired language appears in the display. 3. If you change the language setting, the display indicates that the system is updating. When complete, SYNC takes you back to the Advanced menu.
Factory Defaults	Return to the factory default settings. This selection does not erase your indexed information, for example phonebook, call history, text messages and paired devices. 1. Press the **OK** button. 2. Press the **OK** button. When restore defaults appears in the display, press the **OK** button again to confirm.
Master reset	Completely erase all information stored on SYNC. All phonebook, call history, text messages and all paired devices will be deleted and the system will return to the factory default settings.
Install Applications	Download available software applications through the USB port.
Return	Exit the current menu.

SYNC™ TROUBLESHOOTING

Your SYNC system is easy to use. However, should questions arise, see the tables below.

Use the website at any time to check your phone's compatibility, register your account and set preferences as well as access a customer representative via an online chat (during certain hours). Visit www.SYNCMyRide.com, www.SYNCMyRide.ca or www.syncmaroute.ca for more information.

DEP DEALER E-PROCESS

Phone issues		
Issue	**Possible cause(s)**	**Possible solution(s)**
There is excessive background noise during a phone call.	The audio control settings on your phone may be affecting SYNC performance.	Review your phone's manual about audio adjustments.
During a call, I can hear the other person but they cannot hear me.	This may be a possible phone malfunction.	Try turning off the device, resetting the device, removing the device's battery, then trying again.
SYNC is not able to download my phonebook.	This is a phone-dependent feature. This may be a possible phone malfunction.	Go to the website to review your phone's compatibility. Try turning off the device, resetting the device or removing the device's battery, then trying again. Try pushing your phonebook contacts to SYNC by using the Add Contacts feature. Use the SYNCmyphone feature available on the website.
The system says Phonebook Downloaded but the phonebook in SYNC is empty or missing contacts.	This may be a limitation on your phone's capability.	Try pushing your phonebook contacts to SYNC by using the Add Contacts feature. If the missing contacts are stored on your SIM card, try moving them to the device memory. Remove any pictures or special ring tones associated with the missing contact.

DEP POWER E-PROCESS

Phone issues		
Issue	**Possible cause(s)**	**Possible solution(s)**
		Depending upon your phone, you may have to grant SYNC permission to access your phonebook contacts. Make sure to confirm when prompted by your phone during the phonebook download.
I am having trouble connecting my phone to SYNC.	This is a phone-dependent feature. This may be a possible phone malfunction.	Go to the website to review your phone's compatibility. Try turning off the device, resetting the device or removing the device's battery, then trying again. Try deleting your device from SYNC, deleting SYNC from your device and trying again. Check the security and auto accept and prompt always settings relative to the SYNC Bluetooth connection on your phone. Update your device's firmware. Turn off the Auto phonebook download setting.
Text messaging is not working on SYNC.	This is a phone-dependent feature. This may be a possible phone malfunction.	Go to the website to review your phone's compatibility. Try turning off the device, resetting the device or removing the device's battery, then trying again.

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USB and media issues		
Issue	**Possible cause(s)**	**Possible solution(s)**
I am having trouble connecting my device.	This may be a possible device malfunction.	Try turning off the device, resetting the device, removing the device's battery, then trying again. Make sure you are using the manufacturer's cable. Make sure you insert the USB cable correctly into the device and the USB port. Make sure that the device does not have an auto-install program or active security settings.
SYNC does not recognize my device when I turn on the car.	This is a device limitation.	Make sure you are not leaving the device in your vehicle during very hot or cold temperatures.
Bluetooth audio does not stream.	This is a phone-dependent feature. The device is not connected.	Review the device compatibility chart on the SYNC website to confirm your phone supports the Bluetooth audio streaming function. Make sure you correctly connect the device to SYNC, and that you have pressed play on your device.
SYNC does not recognize music that is on my device.	Your music files may not contain the correct artist, song title, album or genre information. The file may be corrupted. The song may have copyright protection, which does not allow it to play.	Make sure that all song details are populated. Some devices require you to change the USB settings from mass storage to MTP class.

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Vehicle Health Report and Services (Traffic, Directions and Information) issues		
Issue	**Possible cause(s)**	**Possible solution(s)**
I received a text that I did not activate Vehicle Health Report.	You did not activate your account on the website. You may have the wrong VIN (vehicle identification number) listed.	This is a free feature, but you must first register online to use it. Make sure that your VIN is correctly listed in your account.
I am unable to retrieve the report on the website, or I receive a system error.	The preferred dealer information did not load correctly.	When you register your account, you must choose a preferred dealer. If it already lists a dealer, try selecting another dealer and logging out. Log back in, change it back to your preferred dealer, and retrieve the report.
I am unable to submit a report.	This could be due to your phone's compatibility. Bad signal strength. You did not register your phone correctly on the website.	Update your cellular number in your account on the website. Make sure you have full signal strength and that your Bluetooth volume level has been turned up. Make sure the currently connected phone is registered on your SYNCMyRide account. Try deleting your phone and performing a clean pairing.
I heard a commercial when I tried to use Traffic, Directions and Information.	You did not activate this phone for this service. Your phone has ID blocker active.	This is a free feature, but you must first register online to use it. Turn off ID blocker on your phone as the system recognizes you by your phone number. Make sure the currently connected phone is the same one that is registered on your SYNCMyRide account.

DEP DEALER E-PROCESS

Voice command issues		
Issue	**Possible cause(s)**	**Possible solution(s)**
SYNC does not understand what I am saying.	You may be using the wrong voice commands. You may be speaking too soon or at the wrong time.	Review the phone voice commands and the media voice commands at the beginning of their respective sections. After pressing the voice icon, wait until after the tone sounds and Listening appears before saying a command. Any command spoken before this does not register with the system.
SYNC does not understand the name of a song or artist.	You may be using the wrong voice commands. You may be saying the name differently than the way you saved it. The system may not be reading the name the same way you are saying it.	Review the media voice commands at the beginning of the media section. Say the song or artist exactly as listed. If you say "Play Artist Prince", the system does not play music by Prince and the Revolution or Prince and the New Power Generation. Make sure you are saying the complete title, such as "California remix featuring Jennifer Nettles". If the song titles are in all CAPS, you have to spell them. LOLA requires you to say "L-O-L-A". Do not use special characters in the title. The system does not recognize them.
SYNC does not understand or is calling the wrong contact when I want to make a call.	You may be using the wrong voice commands. You may be saying the name differently than the way you saved it.	Review the Phone voice commands at the beginning of the phone section.

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Voice command issues		
Issue	**Possible cause(s)**	**Possible solution(s)**
	The system may not be reading the name the same way you are saying it. Contacts in your phonebook may be very short and similar, or they may contain special characters. Your phonebook contacts may be in CAPS.	Make sure you are saying the contacts exactly as they are listed. For example, if you save a contact as Joe Wilson, say "Call Joe Wilson". Using the SYNC phone menu, open the phonebook and scroll to the name SYNC is having trouble understanding. SYNC will read the name to you, giving you some idea of the pronunciation SYNC is expecting. The system works better if you list full names, such as "Joe Wilson" rather than "Joe". Do not use special characters, such as 123 or ICE, as the system does not recognize them. If a contact is in CAPS, you have to spell it. JAKE requires you to say "Call J-A-K-E".

AppLink issues		
Issue	**Possible cause(s)**	**Possible solution(s)**
AppLink Mobile Applications: When I select "Find New Apps," SYNC does not find any applications.	An AppLink capable phone is not connected to SYNC.	Ensure you have a compatible smartphone; an Android with OS 2.3 or higher or an iPhone 3GS or newer with iOS 5.0 or higher. Additionally, ensure your phone is paired and connected to

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AppLink issues		
Issue	**Possible cause(s)**	**Possible solution(s)**
		SYNC in order to find AppLink-capable apps on your device. iPhone users must also connect to SYNC's USB port with an Apple USB cable.
My phone is connected, but I still cannot find any apps.	AppLink-enabled apps are not installed and running on your mobile device.	Ensure you have downloaded and installed the latest version of the app from your phone's app store. Ensure the app is running on your phone. Some apps require you to register or login on the app on the phone before using them with AppLink. Also, some may have a "Ford SYNC" setting, so check the app's settings menu on the phone.
My phone is connected, my app(s) are running, but I still cannot find any apps.	Sometime apps do not properly close and re-open their connection to SYNC, over ignition cycles, for example.	Closing and restarting apps may help SYNC find the application if you cannot discover it inside the vehicle. On an Android device, if apps have an "Exit' or 'Quit' option, select that then restart the app. If the app does not have that option, you can also manually "Force Close" the app by going to the phone's settings menu, selecting 'Apps.' then finding the particular app and choosing 'Force stop.' Don't forget to restart the app afterwards, then select "Find New Apps" on SYNC.

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AppLink issues		
Issue	**Possible cause(s)**	**Possible solution(s)**
		On an iPhone with iOS7+, to force close an app, double tab the home button then swipe up on the app to close it. Tab the home button again, then select the app again to restart it. After a few seconds, the app should then appear in SYNC's Mobile App's Menu.
My Android phone is connected, my app(s) are running, I restarted them, but I still cannot find any apps.	There is a bluetooth bug on some order versions of the Android OS that may cause apps that were found on your previous vehicle drive to not be found again if you have not turned off bluetooth.	Reset the Bluetooth on your phone by turning it off and then turning Bluetooth back on. If you are in your vehicle, SYNC should be able to automatically re-connect to your phone if you press the "Phone" button.

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AppLink issues		
Issue	**Possible cause(s)**	**Possible solution(s)**
My iPhone phone is connected, my app is running, I restarted the app but I still cannot find it on SYNC.	The USB connection to SYNC may need to be reset.	Unplug the USB cable from the phone, wait a moment, and plug the USB cable back in to the phone. After a few seconds, the app should appear in SYNC's Mobile Apps Menu. If not, "Force Close" the application and restart it.
I have an Android phone. I found and started my media app on SYNC, but there is no sound or the sound is very low.	The bluetooth volume on the phone may be low.	Try increasing the Bluetooth volume of the device by using the device's volume control buttons which are most often found on the side of the device.
I can only see some of the AppLink apps running on my phone listed in SYNC's Mobile Apps Menu.	Some Android devices have a limited number of bluetooth ports apps can use to connect. If you have more AppLink apps on your phone than the number of availble Bluetooth ports, you will not see all of your apps listed in SYNC's mobile apps menu.	Force close or uninstall the apps you do not want SYNC to find. If the app has a "Ford SYNC" setting, disable that setting in the app's settings menu on the phone.

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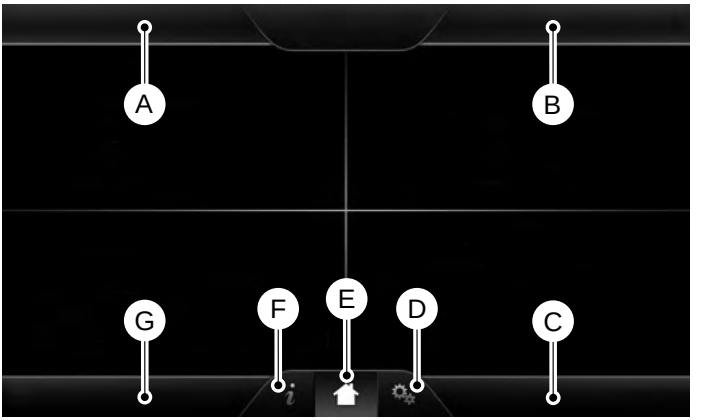
GENERAL INFORMATION

WARNING

Driving while distracted can result in loss of vehicle control, crash and injury. We strongly recommend that you use extreme caution when using any device that may take your focus off the road. Your primary responsibility is the safe operation of your vehicle. We recommend against the use of any hand-held device while driving and encourage the use of voice-operated systems when possible. Make sure you are aware of all applicable local laws that may affect the use of electronic devices while driving.



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Item	Message
A	Phone
B	Navigation
C	Climate
D	Settings

Item	Message
E	Home
F	Information
G	Entertainment

DEP DEALER E-PROCESS

This system uses a four-corner strategy to provide quick access to several vehicle features and settings. The touchscreen provides easy interaction with your cell phone, entertainment, information and system settings. The corners display active modes within the menus, for example; your cell phone's status.

Note: *Some features are not available while your vehicle is moving.*

Note: *You can access the entertainment features for 30 minutes after you switch the ignition off, with no doors open.*

PHONE

Press to select any of the following:

Message
Phone
Quick Dial
Phonebook
History
Messaging
Settings

NAVIGATION

Press to select any of the following:

Message
My Home
Favorites
Previous Destinations
Point of Interest
Emergency
Street Address
Intersection
City Center
Map
Edit Route
Cancel Route

CLIMATE

Press the corresponding icons to control the following options:

- Driver Settings
- Recirculated Air
- Auto
- Dual
- Passenger Settings
- A/C
- Defrost

SETTINGS

Press to select any of the following:

Message
Clock
Display
Sound
Vehicle
Settings
Help

HOME

Press to access the home screen.

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Note: *Depending on your vehicle's option package and software, the screens may vary in appearance from the descriptions in this section. The features may also be limited depending on the market. Check with an authorized dealer for availability.*

INFORMATION

Press to select any of the following:

Message
Services
Travel Link
Alerts
Calendar
Apps
Where Am I?

ENTERTAINMENT

Press to select any of the following:

Message
AM
FM
SIRIUS
CD
USB
BT Stereo
SD Card
Line In

Using the Audio Controls

Depending on your vehicle, it may also have the following controls:

Message	Action and Description
Power	Switch the media features on or off.
Vol	Adjust the volume of playing media.
Seek	Use as you normally would in media modes.
Tune	Use as you normally would in media modes.
Eject	Eject a CD from the entertainment system.

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Message	Action and Description
Display	Press this button to switch the display screen off. Press again, or touch the screen to switch the display screen on.
Source	Touch the control repeatedly to switch between media modes.
Sound	Adjust the settings for: • Bass. • Treble. • Midrange. • Balance. • Fade. • DSP (Digital Signal Processing). • Occupancy Mode. • Speed Compensated Volume.

Using the Steering Wheel Controls

Depending on your vehicle, it may also have the following controls:

Control	Action and Description
VOL	Adjust the volume of playing media.
Voice	Press to start a voice session. Press again to end an active voice prompt so you can begin speaking. Press and hold to end a voice session.
Seek and Phone Accept	While in radio mode, press to seek between memory presets.
Seek and Phone Reject	While in radio mode, press to seek between memory presets.

Cleaning the Touchscreen Display

Use a dry, clean, soft cloth. If dirt or fingerprints are still visible, apply a small amount of alcohol to the cloth. Do not pour or spray alcohol onto the display. Do not use detergent or any type of solvent to clean the display.

Support

The SYNC support team is available:

- Monday-Saturday, 8:30am-8:00pm EST.
- United States: 1-888-270-1055
- Canada: 1-800-565-3673

Note: *Times are subject to change due to holidays.*

DEP DEARBORN ENGINEER E-PROCESS

Safety Information

WARNING

Driving while distracted can result in loss of vehicle control, crash and injury. We strongly recommend that you use extreme caution when using any device that may take your focus off the road. Your primary responsibility is the safe operation of your vehicle. We recommend against the use of any hand-held device while driving and encourage the use of voice-operated systems when possible. Make sure you are aware of all applicable local laws that may affect the use of electronic devices while driving.

- Do not attempt to service or repair the system. Have your vehicle checked by an authorized dealer.
- Do not operate media devices if the power cables are broken or damaged.
- Make sure the power cables do not interfere with the safe operation of your vehicle's controls or affect your safe driving abilities.
- Some SYNC functions are speed-dependent. Their use is limited to when your vehicle is traveling at speeds below 3 mph (5 km/h).

Make sure that you review your device's manual before using it with SYNC.

Speed-restricted Features

Some features of this system are restricted from use unless your vehicle is stationary.

- Screens crowded with information, for example:
  - Point of Interest reviews and ratings.
  - SIRIUS Travel Link sports scores.
  - Movie times.
  - Ski conditions.
- Any action that requires keyboard use, for example: entering a navigation destination or editing information.
- All lists are limited, for example: phone contacts.

See the following chart for more specific examples.

Speed-restricted Features	
Cell phone	Pairing a cell phone
	Adding or editing phonebook contacts
	Phone contacts and recent phone call entries
System Functionality	Enabling Valet Mode
	Editing settings while the rear view camera or active park assist are active
Wi-Fi and Wireless	Editing wireless settings
	Editing the list of wireless networks

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Speed-restricted Features	
Photos and Graphics	Adding or editing wallpaper
Text Messages	Composing text messages
	Viewing received text messages
	Editing preset text messages
Navigation	Using the keyboard to enter a destination
	Demo navigation route
	Adding or editing Address Book or Avoid Area entries

Privacy Information

When you connect a cell phone to SYNC, the system creates a profile within your vehicle that links to that cell phone. This profile helps in offering you more cellular features and operating more efficiently. Among other things, this profile may contain data about your cell phone book, text messages (read and unread), and call history, including history of calls when you did not have your cell phone connected to the system. In addition, if you connect a media device, the system creates and retains an index of supported media content. The system also records a short development log of approximately 10 minutes of all recent system activity. The log profile and other system data may be used to improve the system and help diagnose any problems that may occur.

The cellular profile, media device index, and development log remain in your vehicle unless you delete them, and are generally accessible only in your vehicle when your cell phone or media player is connected. If you no longer plan to use the system or your vehicle, we recommend you carry out a Master Reset to erase all stored information.

System data cannot be accessed without special equipment and access to your vehicle's SYNC module. Ford Motor Company and Ford of Canada do not access the system data for any purpose other than as described without consent, a court order, or where required by law enforcement, other government authorities, or other third parties acting with lawful authority. Other parties may seek to access the information independently of Ford Motor Company and Ford of Canada. For further privacy information, see the sections on 911 Assist®, Vehicle Health Report, and Traffic, Directions and Information.

Using Voice Commands

This system helps you control many features using voice commands. This allows you to keep your hands on the wheel and focus on what is in front of you. The system provides feedback through audible tones, prompts, questions and spoken confirmations depending on the situation and the chosen level of interaction (voice settings).

The system also asks short questions (confirmation prompts) when it is not sure of your request or when there are multiple possible responses to your request.

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When using voice commands, words and icons may appear in the lower left status bar indicating the status of the voice command session (such as Listening, Success, Failed, Paused or Try Again).

How to Use Voice Commands

You can say the following voice commands at any time during a voice command session.

Press the voice button and when prompted say:

Voice command
(main menu | start again)
(what can I say | available commands)
(previous (page | results) | page up)
([go] back | return)
[main menu | voice] help

You can say any of the voice commands that appear within open and close brackets, separated by |. For example, where (cancel | stop | exit) appears you say; cancel or stop or exit.

You must say any of the voice commands that appear outside of open and close brackets. For example, what are my (options | choices) appears, you must say; what are my, followed by either options or choices.

You do not need to say words that appear within square brackets. For example, for what can I say [available] commands appears, you can say what can I say commands.

What Can I Say?

During a voice command session, press the help icon ? in the lower left status bar of the screen, and when prompted say one of the following:

Voice command	Action and Description
(what can I say | available commands)	This provides an on-screen listing of the possible voice commands associated with your current voice command session.
voice settings help	This provides a spoken listing of the possible voice commands associated with your current voice command session.

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Helpful Hints

- Make sure the interior of your vehicle is as quiet as possible. Wind noise from open windows and road vibrations may prevent the system from correctly recognizing spoken voice commands.
- After pressing the voice command icon, wait until after the tone sounds and Listening appears before saying a voice command. Any voice command spoken prior to this does not register with the system.
- Speak naturally, without long pauses between words.
- At any time, you can interrupt the system while it is speaking by pressing the voice command icon.

Accessing a List of Available Voice Commands

To access a list of available voice commands you can do either of the following.

Using the touchscreen, press:

Message
Settings
Help
Voice Command List

Using the steering wheel control, press the voice button and when prompted say one of the following:

Voice Commands	
(music | audio) [system] list of commands	
(browse | show | search) list of commands	
(Bluetooth (audio | stereo) [<1-n>]) list of commands	
(disc | CD [player]) list of commands	
climate [control] list of commands	
(nav | navigation) list of commands	*
(phone | Blackberry | I Phone) list of commands	
radio list of commands	
(SD card | memory card) list of commands	
(Sirius [satellite radio | radio] | sat | satellite radio) list of commands	*
[show] [Sirius] Travel Link list of commands	*
(browse | show | search) (USB [<1-n>] | iPod | MP3 [player])	
voice instructions list of commands	
voice settings list of commands	
voice settings help	

* These voice commands are only available when your vehicle is fitted with a navigation system, and the navigation system SD card is in the SD card slot.

Voice Command Settings

These allow you to customize the level of system interaction, help and feedback. The system defaults to standard interaction that uses candidate lists and confirmation prompts as these provide the highest level of guidance and feedback.

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- **Interaction Mode:** Novice mode provides detailed interaction and guidance. Advanced mode has less audible interaction and more tone prompts.
- **Confirmation Prompts:** The system uses these short questions to confirm your voice command. If turned off, the system simply makes a best guess as to what you requested. The system may still occasionally ask you to confirm a voice command.
- **Phone and Media Candidate Lists:** Candidate lists are lists of possible results from your voice commands. The system creates these lists when it has the same confidence level of several options based on your voice command.

Using the touchscreen, press the settings icon, then press:

Message
Voice Settings
Voice Control
Select from the following:
Interaction Mode
Confirmation Prompts
Media Candidate Lists
Phone Candidate Lists
Voice Control Volume

Using the steering wheel control, press the voice button and when prompted say one of the following:

Voice command
interaction mode novice
interaction mode advanced
confirmation prompts on
confirmation prompts off
phone candidate lists on
phone candidate lists off
media candidate lists on
media candidate lists off
voice settings help

Using Voice Commands with the Touchscreen Options

The voice command system has a dual mode feature which allows you to switch between using voice commands and making on-screen selections. This is available only when the system displays a list of candidates generated during a voice command session. For example, when entering a street address or trying to call a contact from a cell phone paired to the system.

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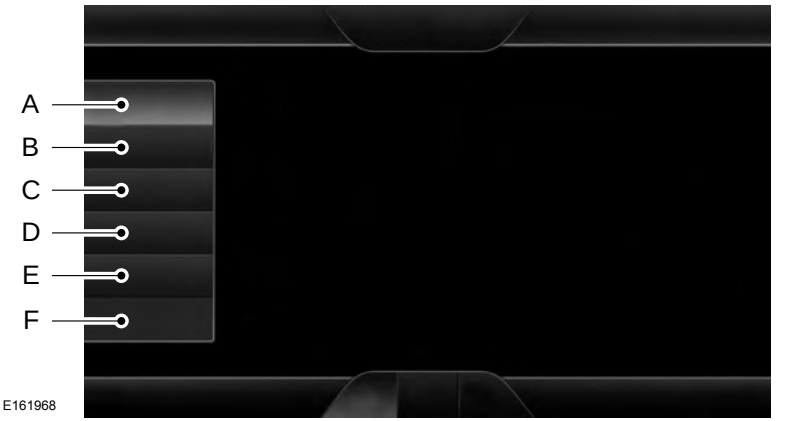
SETTINGS



Item	Message
A	Clock
B	Display
C	Sound
D	Vehicle
E	Settings
F	Help

Clock

Under this menu, you can set the clock, access and adjust the display, sound and vehicle settings as well as access settings for specific modes or the help feature.

To make adjustments using the touchscreen, select:

Message	Action and Description
Settings	Press the settings icon.
Clock	Press the + or - to adjust the time. From this screen, you can also make other adjustments such as 12-hour or 24-hour mode, activate GPS time synchronization and have the system automatically update new time zones.

DEP
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Message	Action and Description
	You can also turn the outside air temperature display off and on. It appears at the top center of the touchscreen, next to the time and date.

Note: *You cannot manually set the date. Your vehicle's GPS does this for you.*

Note: *If the battery has been disconnected, your vehicle needs to acquire a GPS signal to update the clock. Once your vehicle acquires the signal, it may take a few minutes for the update to display the correct time.*

Display

You can adjust the display using the touchscreen or the voice button on the steering wheel controls.

To make adjustments using the touchscreen, select:

Message	Action and Description
Settings	Press the settings icon.
Display	
Then select from the following:	
Brightness	Make the screen display brighter or dimmer.
Mode	Allows you to turn the display off. It also allows you to set the screen to a certain brightness or have the system automatically change based on the outside light level. If you select **AUTO** or **NIGHT**, you have the options of turning the display's Auto Dim feature on or off and changing the Auto Dim Manual Offset feature.
Edit Wallpaper	Allows you to display the default photo or upload your own.

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To make adjustments using the voice button, press the button and when prompted, say:

Voice command
display [settings | mode]

Uploading Photos for Your Home Screen Wallpaper

Note: *You cannot load photos directly from your camera. You must access the photos either from your USB mass storage device or from an SD card.*

Note: *Photographs with extremely large dimensions (such as 2048 x 1536) may not be compatible and appear as a blank (black) image on the display.*

The system allows you to upload and view up to 32 photos.

To access, press:

To upload your photos, select:

Message	Action and Description
Settings	Press the settings icon.
Display	
Edit Wallpaper	Follow the system prompts to upload your photographs.

Only the photograph(s), which meets the following conditions will display:

- Compatible file formats are as follows: .jpg, .gif, .png, .bmp.
- Each file must be 1.5 MB or less.
- Recommended dimensions: 800 x 384.

Sound

To make adjustments using the touchscreen, select:

Message
Settings
Sound
Then select from the following:

Message
Bass
Midrange
Treble
Set Balance and Fade
Occupancy Mode
Speed Compensated Volume
DSP

Note: *Your vehicle may not have all of these sound settings.*

Vehicle

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To make adjustments using the touchscreen, select:

Message
Settings
Vehicle

Message
Then select from the following:
Vehicle Health Report
Camera Settings
Enable Valet Mode

Vehicle Health Report

To make adjustments using the touchscreen, select:

Message	Action and Description
Settings	Press the settings icon.
Vehicle	
Vehicle Health Report	
Automatic Reminders	Turn on and off and set the mileage interval at which you would like to receive the reports. Press the **?** for more information on these selections.
Run Vehicle Health Report Now	To run the vehicle health report immediately.

You can find more information on Vehicle Health Report in this chapter.

Camera Settings

This menu allows you to access settings for your rear view camera.

To make adjustments using the touchscreen, select:

Message	Action and Description
Settings	Press the settings icon.
Vehicle	
Camera Settings	
Then select from the following:	

DEP DEALER E-PROCESS

Message	Action and Description
Enhanced Park Aids	
Rear Camera Delay	

You can find more information on the rear view camera system in another chapter. See **Parking Aids** (page 134).

Enable Valet Mode

Valet mode allows you to lock the system. No information is accessible until the system is unlocked with the correct PIN.

Note: *If the system locks, and you need to reset the PIN, enter 3681 and the system unlocks.*

To make adjustments using the touchscreen, select:

Message	Action and Description
Settings	Press the settings icon.
Vehicle	
Enable Valet Mode	Then enter a four digit PIN twice, as prompted.
Continue	After you press Continue the system locks until you enter the PIN again.

Settings

System

Access and adjust system settings, voice features, as well as phone, navigation and wireless settings.

To make adjustments using the touchscreen, select:

Message	Action and Description
Settings	Press the settings icon.
System	
Then select from the following:	
Language	Select to have the touchscreen display in English, Spanish or French.
Distance	Select to display units in kilometers or miles.

DEP DEARBORN ENGINEER E-PROCESS

Message	Action and Description
Temperature	Select to display units in Celsius or Fahrenheit.
System Prompt Volume	Adjust the volume of voice prompts from the system.
Touch Screen Button Beep	Select to have the system beep to confirm choices made through the touchscreen.
Keyboard Layout	Have the touchscreen keyboard display in QWERTY or ABC format.
Install Applications	Install any downloaded applications or view the current software licenses.
Master Reset	Select to restore factory defaults. This erases all personal settings and personal data.

Voice Control

To make adjustments using the touchscreen, select:

Message	Action and Description
Settings	
Voice Settings	
Then select from the following:	
Interaction Mode	Standard interaction mode provides more detailed interaction and guidance. Advanced mode has less audible interaction and more tone prompts.
Confirmation Prompts	Have the system ask you short questions if it has not clearly heard or understood your request. **Note:** Even with confirmation prompts turned off, the system may occasionally ask you to confirm settings.

DEP DEALER E-PROCESS

Message	Action and Description
Media Candidate Lists	Candidate lists are possible results from your voice commands. The system simply makes a best guess at your request with these turned off.
Phone Candidate Lists	Candidate lists are possible results from your voice commands. The system simply makes a best guess at your request with these turned off.
Voice Control Volume	This allows you to adjust the system's voice volume level.

Media Player

To make adjustments using the touchscreen, select:

Message	Action and Description
Settings	Press the settings icon.
Media Player	
Then select from the following:	
Autoplay	When this feature is on, the system automatically switches to the media source upon initial connection. This allows you to listen to music during the indexing process. When this feature is off, the system does not automatically switch to the inserted media source.
Bluetooth Devices	Select to connect, disconnect, add or delete a device. You can also set a device as your favorite so that the system automatically attempts to connect to that device at every ignition cycle.
Gracenote® Database Info	This allows you to view the version level of the Gracenote Database.
Gracenote® Mgmt	With this feature on, the Gracenote Database supplies metadata information for your music files. This overrides information from your device. This feature defaults to off.
Cover Art Priority	With this feature on, the Gracenote Database supplied cover art for your music files. This overrides any art from your device. This feature defaults to Media Player.

DEP POWER E-PROCESS

Navigation

To make adjustments using the touchscreen, select:

Message	Action and Description
Settings	Press the settings icon.
Navigation	
Then select from the following:	
Map Preferences	Turn breadcrumbs on and off.
	Have the system display your turn list top to bottom or bottom to top.
	Turn the Parking POI notification on and off.
Route Preferences	Select shortest route, fastest route or ecological route as your preferred route. This route will be displayed first.
	Always use preferred route. If set to yes, the system will only calculate a single route. This speeds up your destination entry process.
	Select a low, medium or high cost for the calculated ecological route. This may incur a time penalty.
	Have the system avoid freeways.
	Have the system avoid toll roads.
	Have the system avoid ferries or car trains.
	Have the system use HOV (high-occupancy vehicle) lanes.
Navigation Preferences	Have the system use guidance prompts.
	Have the system automatically fill-in State/Province information.
Traffic Preferences	Have the system avoid traffic problems automatically.
	Turn traffic alert notifications on or off.
	Have the system display accident icons.
	Have the system display traffic jam icons.
	Have the system display closed roads.

DEP DEALER E-PROCESS

Message	Action and Description
	Have the system display areas where difficult driving conditions may occur.
	Have the system display areas where snow and ice on the road may occur.
	Have the system display any smog alerts.
	Have the system display weather warnings.
	Have the system display where there may be reduced visibility.
	Have the system turn on your radio for traffic announcements.
Avoid Areas	Enter specific areas that would like to avoid on planned navigation routes.

Phone

To make adjustments using the touchscreen, select:

Message	Action and Description
Settings	Press the settings icon.
Phone	
Then select from the following:	
Bluetooth Devices	Connect, disconnect, add or delete a device, as well as save it as a favorite.
Bluetooth	Turn Bluetooth on and off.
Do Not Disturb	Have all calls go directly to your voice mail and not ring inside your vehicle. With this feature turned on, text message notifications are also suppressed and do not ring inside your vehicle.
911 Assist	Turn on or turn off the 911 Assist feature. See **Information** (page 358).
Phone Ringer	Select the type of notification for phone calls - ring tone, beep, text to speech or silent.

DEP DIGITAL ENGINEER E-PROCESS

Message	Action and Description
Text Message Notification	Select the type of notification for text messages - alert tone, beep, text to speech, or have it be silent.
Internet Data Connection	If compatible with your phone, you can adjust your internet data connection. Select to make your connection profile with the personal area network or to turn off your connection. You can also choose to adjust your settings or have the system always connect, never connect when roaming, or query on connect. Press **?** for more information.
Manage Phonebook	Access features, such as automatic phonebook download, re-download your phonebook, add contacts from your phone as well as delete or upload your phonebook.
Roaming Warning	Have the system alert you when in Roaming mode.

Wireless & Internet

Your system has a Wi-Fi feature that creates a wireless network within your vehicle, thereby allowing other devices (such as personal computers or phones) in your vehicle to speak to each other, share files or play games. Using this Wi-Fi feature, everyone in your vehicle can also gain access the internet if you have a USB mobile broadband connection inside your vehicle, your phone supports personal area networking and if you park outside a wireless hotspot.

To make adjustments using the touchscreen, select:

Message	Action and Description
Settings	Press the settings icon.
Wireless & Internet	
Then select from the following:	
Wi-Fi Settings	**Wi-Fi Network (Client) Mode** turns the Wi-Fi feature on and off in your vehicle. Make sure you turn it on for connectivity purposes.
	Choose a Wireless Network allows you to use a previously stored wireless network. You can categorize by alphabetical listing, priority and signal strength. You can also choose to search for a network, connect to a network, disconnect from a network, receive more information, prioritize a network or delete a network.

DEP DEALER E-PROCESS

Message	Action and Description
	Gateway (Access Point) Mode makes SYNC an access point for a phone or a computer when turned on. This forms the local area network within your vehicle for things, such as game playing, file transfer and internet browsing. Press **?** for more information.
	Gateway (Access Point) Settings allows you to view and change settings for using SYNC as the internet gateway.
	Gateway (Access Point) Device List allows you to view recent connections to your Wi-Fi system.
USB Mobile Broadband	Instead of using Wi-Fi, your system can also use a USB mobile broadband connection to access the internet. (You must turn on your mobile broadband device on your personal computer before connecting it to the system.) This screen allows you to set up what is your typical area for your USB mobile broadband connection. (USB mobile broadband settings may not display if the device is already on.) You can select the following: Country, Carrier, Phone Number, User Name and Password.
Bluetooth Settings	Shows you the currently paired devices as well as giving you your typical Bluetooth options to connect, disconnect, set as favorite, delete and add device. Bluetooth is a registered trademark of the Bluetooth SIG.
Prioritize Connection Methods	Choose your connection methods and change them as needed. You can select to change order and have the system either always attempt to connect using a USB mobile broadband or using Wi-Fi.

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The Wi-Fi CERTIFIED Logo is a certification mark of the Wi-Fi Alliance.

Help

Transit Connect (CHC) Canada/United States of America, enUSA, First Printing

To make adjustments using the touchscreen, select:

Message	Action and Description
Settings	Press the settings icon.
Help	
Then select from the following:	
System Information	Touchscreen system serial number
	Your vehicle identification number (VIN)
	Touchscreen system software version
	Navigation system version
	Map database version
	Sirius satellite radio ESN
	Gracenote® Database Information and Library version
Software Licenses	View the licenses for any software and applications installed on your system.
Driving Restrictions	Certain features are not accessible when your vehicle is moving.
911 Assist	Turn on and turn off the 911 Assist feature. See **Information** (page 358). **In Case of Emergency (ICE) Quick Dial:** allows you to save up to two numbers as ICE contacts for quick access if there is an emergency. Select **Edit** to access your phonebook and then select the desired contacts. The numbers then appear as options on this screen for the ICE 1 and ICE 2 buttons. The ICE contacts you select appear at the end of the 911 Assist call process.
Voice Command List	View categorized lists of voice commands.

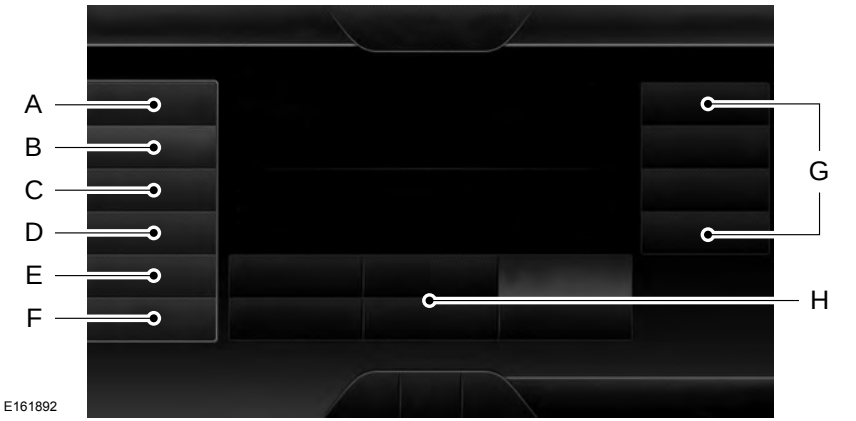
You can also access Help using the voice commands. The system provides allowable voice commands for the current mode.

Press the voice button and when prompted say:

Voice command
Help

DEP DEALER E-PROCESS

ENTERTAINMENT



Message	Message and Description
A	AM
B	FM
C	SIRIUS
D	CD
E	USB
F	Touch this button to scroll down for more options, for example SD Card and A/V In
G	These buttons change with the media mode you are in.
H	Radio memory presets.

Note: *Some features may not be available in your area. Contact an authorized dealer for more information.*

You can access these options using the touchscreen or voice commands.

Browsing Device Content

When listening to audio on a device, you can browse through other devices without having to change sources. For example, if you are currently listening to audio on an SD card, you can browse all the artists that are stored on your USB device.

Browse Within Devices

Press the voice button and when prompted say one of the following:

Voice command	
(browse | show | search)	
(browse | show | search) <league> games	*
(browse | show | search) (Sirius [(channel | station) (guide | list)]| All Sirius Channels)	*
(browse | show | search) (SD card [<1-9>] | memory card	

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Voice command	
(USB [<1-n>] | iPod | MP3 [player])	
(browse | show | search) help	

*These commands are only usable if you have an active subscription to SIRIUS satellite radio.

The voice system allows you to change audio sources with a simple voice command. For example, if you are listening to music on a USB device, then want to switch to a satellite radio channel, simply press the voice button on the steering wheel controls and say the name of the SIRIUS station (for example, "the Highway"). The following voice commands are available at the top level of the voice session no matter which current audio source you are listening to (for example a USB device or SIRIUS satellite radio).

Note: *This is only available when your MyFord Touch system language is set to North American English.*

Press the voice button and when prompted say any of the following:

Voice command	
[tune [to]] (FM <valid_FM_freq> | <valid_FM_freq> [FM])	
[tune [to]] (AM <valid_AM_freq> | <valid_AM_freq> [AM])	
[tune [to]] [Sirius] <channel name>	*
play (song | track | title | file) <audio podcast episode name | video podcast episode name | song name | audiobook title name> by artist <any artist name | any author name>	
play [artist] <any artist name | any author name>	**
play genre <genre name>	**
play playlist <any playlist name>	**
[tune [to]] [Sirius] [channel] <0-223>	*
[tune [to]] [Sirius] sports (game | games)	*

* This command is only usable if you have an active subscription to SIRIUS satellite radio.

** The commands that have [ ] around the word means that the word is optional. For example, if you say, "Play Metallica", this is the same as the voice command, "Play [artist] <name>".

AM/FM Radio

Touch the **AM** or **FM** tab to listen to the radio.

To change between AM and FM presets, just touch the **AM** or **FM** tab.

Memory Presets

Save a station by pressing and holding one of the memory preset areas. There is a brief mute while the radio saves the station. Sound returns when finished.

HD Radio

Touch this button to turn HD Radio on. The light on the button illuminates when the feature is on. HD Radio allows you to receive radio broadcasts digitally, where available, providing free, crystal-clear sound. See HD Radio information later in this chapter.

DEP DEALER E-PROCESS

Scan

Touch this button to go to the next strong AM or FM radio station. The light on the button illuminates when the feature is on.

Options

Sound Settings

Touch this button to adjust settings for:

Message
Bass
Midrange
Treble
Set Balance and Fade
Occupancy Mode
Speed Compensated Volume
DSP

Note: *Your vehicle may not have all these sound settings.*

Set PTY for Seek/Scan

This allows you to select a category of music you would like to search for. You can then choose to either seek or scan for the stations playing that category.

RDS Text Display

This allows you to view the information broadcast by FM stations.

AST

AST (Autostore) allows you to have the system automatically store the six strongest stations in your current location.

TAG Button

This feature is available when HD Radio is on, and allows you to tag a song to download later. When you select On, **TAG** appears on-screen when HD Radio is active. You can touch **TAG** to save the information of the song that is playing. When you plug in your portable music player, the information transfers, if supported by your device. When you are connected to iTunes, the tags appear to remind you of the songs you would like to download. See HD Radio information later in this chapter.

Direct Tune

Touch this button to manually enter the desired station number. Touch **Enter** when you are done.

HD Radio™ Information (If Available)

Note: *HD Radio broadcasts are not available in all markets.*

HD Radio technology is the digital evolution of analog AM/FM radio. Your system has a special receiver that allows it to receive digital broadcasts (where available) in addition to the analog broadcasts, it already receives. Digital broadcasts provide a better sound quality than analog broadcasts with free, crystal-clear audio and no static or distortion. For more information, and a guide to available stations and programming, please visit www.hdradio.com.

When HD Radio is on and you tune to a station broadcasting HD Radio technology, you may notice the following indicators on your screen:

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The HD logo either blinks when acquiring a digital station, and then stays solid when digital audio is playing, or is grey when acquiring a digital station, and then changes to orange when digital audio is playing. When this logo is available, you may also see Title and Artist fields on-screen.

The multicast indicator appears in FM mode (only) if the current station is broadcasting multiple digital broadcasts. The highlighted numbers signify available digital channels where new or different content is available. HD1 signifies the main programming status and is available in analog and digital broadcasts. Other multicast stations (HD2 through HD7) are only available digitally.

TAG allows you to save a song to download later when you are on an acquired HD Radio station and the feature is on.

To turn the feature on and use it, select AM or FM and the select:

Message	Action and Description
Options	
TAG Button	
On	When you hear a song you, select:
Tag	The system automatically saves the song's information and transfers it to your portable music player (if supported) when you connect it to the system. The system automatically transfers the tag to your player (if already connected) and a pop-up confirms the transfer. When you access iTunes with your portable music player, the tags appear to you as a reminder. The system allows you to tag up to approximately 100 songs. For a list of devices that support tagging, see www.SYNCMyRide.com, www.SYNCMyRide.ca or www.syncmaroute.ca

DEP DEALER E-PROCESS

When HD Radio broadcasts are active, you can access the following functions:

Message	Action and Description
Scan	Allows you to hear a brief sampling of all available stations. This feature still works when HD Radio reception is on, although it does not scan for HD2-HD7 channels. You may see the HD logo appear if the station has a digital broadcast.
Memory presets	Allows you to save an active channel as a memory preset. Touch and hold a memory preset slot until the sound returns. There is a brief mute while the radio saves the station. Sound returns when finished. When switching to an HD2 or HD3 memory preset, the sound mutes before the digital audio plays, because the system has to reacquire the digital signal.

Note: *As with any saved radio station, you cannot access the saved station if your vehicle is outside the station's reception area.*

HD Radio Reception and Station Troubleshooting

Potential reception issues	
Reception area	If you are listening to a multicast station and you are on the fringe of the reception area, the station may mute due to weak signal strength.
	If you are listening to HD1, the system switches back to the analog broadcast until the digital broadcast is available again. However, if you are listening to any of the possible HD2-HD7 multicast channels, the station mutes and stays muted unless it is able to connect to the digital signal again.
Station blending	When the system first receives a station (aside from HD2-HD7 multicast stations), it first plays the station in the analog version. Once the receiver verifies the station is an HD Radio station, it shifts to the digital version. Depending on the station quality, you may hear a slight sound change when the station changes from analog to digital. Blending is the shift from analog to digital sound or digital back to analog sound.

DEP POWER E-PROCESS

In order to provide the best possible experience, use the contact form to report any station issues found while listening to a station broadcasting with HD Radio technology. Independent entities own and operate each station. These stations are responsible for ensuring all audio streams and data fields are accurate.

Potential station issues		
Issues	**Cause**	**Action**
Echo, stutter, skip or repeat in audio. Increase or decrease in audio volume.	This is poor time alignment by the radio broadcaster.	No action required. This is a broadcast issue.
Sound fading or blending in and out.	The radio is shifting between analog and digital audio.	No action required. The reception issue may clear up as you continue to drive.
There is an audio mute delay when selecting HD2 or HD3, multicast preset or . **Direct Tune**	The digital multicast is not available until the HD Radio broadcast is decoded. Once decoded, the audio is available.	No action required. This is normal behavior. Wait until the audio is available.
Cannot access HD2 or HD3 multicast channel when recalling a preset or from a direct tune.	The previously stored multicast preset or direct tune is not available in your current reception area.	No action required. The station is not available in your current location.
Text information does not match currently playing audio.	Data service issue by the radio broadcaster.	Fill out the station issue form at http://www.ibiquity.com/automotive/report_radio_station_experiences
There is no text information shown for currently selected frequency.	Data service issue by the radio broadcaster.	Fill out the station issue form at http://www.ibiquity.com/automotive/report_radio_station_experiences
HD2-HD7 stations not found when you press. **Scan**	This selection disables HD2-HD7 channel search.	No action required. This is normal behavior.

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HD Radio Technology manufactured under license from iBiquity Digital Corp. U.S. and foreign patents. HD Radio and the HD and HD Radio logos are proprietary trademarks of iBiquity Digital Corp. Ford Motor Company and iBiquity Digital Corp. are not responsible for the content sent using HD Radio technology. Content may be changed, added or deleted at any time at the station owner's discretion.

Radio Voice Commands

Press the voice button and when prompted say:

Voice command	
radio (on | play)	
[tune [to]] (AM <valid_AM_freq> | <valid_AM_freq> [AM])	
[tune [to]] (FM <valid_FM_freq> | <valid_FM_freq> [FM])	
[tune [to]] AM	
[tune [to]] AM (autostore | AST | autoset)	
[tune [to]] AM (autostore | AST | autoset) preset <1-10>	
[tune [to]] FM	
[tune [to]] FM (autostore | AST | autoset)	
[tune [to]] FM (autostore | AST | autoset) preset <1-10>	
[tune [to]] FM preset <1-10>	
[tune [to]] FM 2 preset <1-10>	
[main menu | voice] help	

SIRIUS® Satellite Radio (If Activated)

To turn the feature on press the lower left corner of the touchscreen, and then select:

Message
SIRIUS

Memory Presets

Save a channel by pressing and holding one of the memory preset areas. There is a brief mute while the radio saves the channel. Sound returns when finished.

ALERT

Save the current song, artist, or team as a favorite. The system alerts you when it plays again on any channel.

Replay

Replay audio on the current channel. You can replay approximately 45 minutes of audio as long as you have remained tuned to the current station. Changing stations erases the previous audio.

While in replay mode:

- Press and release the seek buttons to hear the previous or next song.
- Press and hold the seek buttons to reverse or fast forward in the current track.
- Press play or pause to play or pause the audio.
- Press **Replay** to return to live audio if you have been using the feature to replay audio.

DEP DEARBORN ENGINEER E-PROCESS

Scan

Touch this button to hear a brief sampling of channels.

Options

Touch this button to view and adjust various media settings.

Sound Settings

Touch this button to adjust settings for:

Message
Bass
Midrange
Treble
Set Balance and Fade
Occupancy Mode
Speed Compensated Volume
DSP

Note: *Your vehicle may not have all these sound settings.*

Set Category for Seek/Scan

This allows you to select a category of music you would like to search for. You can then choose to either seek or scan for the stations playing that category.

Parental Lockout

This allows you to lock and unlock channels, change or reset your PIN or unlock all channels. To use this feature, you need your initial PIN, which is 1234.

Artist/Title/Team Alerts

This feature allows you to select Artists, Titles and Teams that you would like the system to alert you to when they are playing on other channels. Press Edit Alerts to delete or turn off alerts. You can also set all alerts to on or off. When an alert appears on the screen, you can choose to Tune to the channel, to Cancel the alert or to Disable Alerts. If you are listening to a sporting event, you can save your favorite teams so that the system can alert you when they are playing on a satellite radio channel.

Note: *SIRIUS does not support the Alert feature on all channels. Ford Motor Company shall not be responsible for Alert feature variation.*

Electronic Serial Number (ESN)

SIRIUS requires this number when communicating with you about your account.

Direct Tune

Touch this button to manually enter the desired satellite channel number. Touch **Enter** when you are done.

Browse

Touch this button to view a list of all available stations. Scroll to see more categories. Touch the station you want to listen to.

DEP DEALER E-PROCESS

You can also select:

Message	Action and Description
Skip	Touch this button if you want to skip this channel.
Lock	Touch this button if you do not want anyone to listen to this channel.
Title	Touch this button to see song and artists on other stations.
Artist	Touch this button to see song and artists on other stations.

SIRIUS Satellite Radio Information

Note: *SIRIUS reserves the unrestricted right to change, rearrange, add or delete programming including canceling, moving or adding particular channels, and its prices, at any time, with or without notice to you. Ford Motor Company shall not be responsible for any such programming changes.*

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SIRIUS satellite radio is a subscription-based satellite radio service that broadcasts a variety of music, sports, news, weather, traffic and entertainment programming. Your factory-installed SIRIUS satellite radio system includes hardware and a limited subscription term that begins on the date of sale or lease of your vehicle. See an authorized dealer for availability.

For more information on extended subscription terms (a service fee is required), the online media player and a list of SIRIUS satellite radio channels, and other features, please visit www.siriusxm.com in the United States, www.sirius.ca in Canada, or call SIRIUS at 1-888-539-7474.

Note: *This receiver includes the eCos real-time operating system. eCos is published under the eCos License.*

Satellite Radio Electronic Serial Number (ESN)

You need your ESN to activate, modify or track your satellite radio account. The ESN is on the System Information Screen (SR ESN:XXXXXXXXXXX).

To access your ESN, touch the bottom left corner of the touchscreen, then select:

Message
SIRIUS
Options

DEP DEARBORN ENGINEER E-PROCESS

SIRIUS Satellite Radio Reception Factors and Troubleshooting

Potential reception issues	
Antenna obstructions	For optimal reception performance, keep the antenna clear of snow and ice build-up and keep luggage and other materials as far away from the antenna as possible.
Terrain	Hills, mountains, tall buildings, bridges, tunnels, freeway overpasses, parking garages, dense tree foliage and thunderstorms can interfere with your reception.
Station overload	When you pass a ground-based broadcast-repeating tower, a stronger signal may overtake a weaker one and the audio system may mute.
Satellite radio signal interference	Your display may show ACQUIRING... to indicate the interference and the audio system may mute.

Troubleshooting tips		
Message	**Cause**	**Action**
Acquiring...	Radio requires more than two seconds to produce audio for the selected channel.	No action required. This message should disappear shortly.
Satellite antenna fault SIRIUS system failure	There is an internal module or system failure present.	If this message does not clear shortly, or with an ignition key cycle, your receiver may have a fault. See an authorized dealer for service.
Invalid Channel	The channel is no longer available.	Tune to another channel or choose another preset.
Unsubscribed Channel	Your subscription does not include this channel.	Contact SIRIUS at 1-888-539-7474 to subscribe to the channel, or tune to another channel.
No Signal	The signal is lost from the SIRIUS satellite or SIRIUS tower to your vehicle antenna.	The signal is blocked. When you move into an open area, the signal should return.
Updating...	Update of channel programming in progress.	No action required. The process may take up to three minutes.

DEP DEALER E-PROCESS

Troubleshooting tips		
Message	**Cause**	**Action**
Questions? Call 1-888-539-7474	Your satellite service is no longer available.	Contact SIRIUS at 1-888-539-7474 to resolve subscription issues.
None found Check Channel Guide	All the channels in the selected category are either skipped or locked.	Use the channel guide to turn off the Lock or Skip function on that station.
Subscription Updated	SIRIUS has updated the channels available for your vehicle.	No action required.

SIRIUS Satellite Radio Voice Commands

The following table provides the available SIRUIS voice commands.

Press the voice button and when prompted say:

Voice command	
(Sirius [satellite radio | radio] | sat | satellite radio)	
Then any of the following:	
[tune [to]] [Sirius] <channel name>	
[tune [to]] SAT preset <1-10>	
[tune [to]] SAT	
[tune [to]] SAT 1	
[tune [to]] SAT 1 preset <1-10>	
[tune [to]] SAT 2	
[tune [to]] SAT 2 preset <1-10>	
[tune [to]] SAT 3	
[tune [to]] SAT 3 preset <1-10>	

Voice command	
[tune [to]] [Sirius] [channel] <0-223>	
[[Sirius] [radio | satellite radio] | sat] off	
([Sirius | satellite radio | Sirius [satellite] radio | sat] on | play)	
[tune [to]] [Sirius] sports (game | games)	*
[Sirius [satellite radio | radio] | sat] help	

* If you have said, sports game, see the following **Sports game** chart.

Sports Game

Voice command
[tune [to] [the]] <team city> game
[tune [to] [the]] <team city><team name> game
[tune [to] [the]] <team name> game
Help

DEP DIGITAL E-PROCESS

CD

To access, press the lower left corner on the touchscreen, then select:

Message
CD

Insert your CD then select:

Message	Action and Description
Repeat	Touch this button to repeat the currently playing track, all tracks on the disc or switch the feature off if already on.
Shuffle	Touch this button to play the tracks or entire albums in random order, or switch the feature off if already on.
Scan	Touch this button to hear a brief sampling of all available tracks.
More Info	Touch this button to see disc information.

To adjust the Sound Settings, select:

Message
Options
Sound Settings
Then any of the following:
Bass
Midrange
Treble
Set Balance and Fade
Occupancy Mode
Speed Compensated Volume
DSP

Note: *Your vehicle may not have all these sound settings.*

CD Voice Commands

If you are listening to a CD, press the voice button on the steering wheel controls. When prompted, say any of the following commands.

If you are not listening to a CD, press the voice button and, after the tone, say "CD", then any of the following commands.

Press the voice button and when prompted say:

Voice command	Action and Description
(disc | CD [player])	
Then say any of the following:	
pause	
(disc | CD [player]) play	
[play] next track	
[play] previous track	

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Voice command	Action and Description
[play | change] track [number] <1-512>	
repeat [all | folder | track | song] off	*
(shuffle | random | mix) (CD [player] | disc) [on]	
(shuffle | random | mix) [disc | CD [player] | folder] off	*
Help	

*This applies to WMA or MP3 files only.

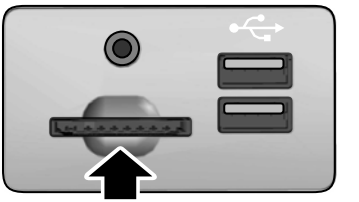
SD Card Slot and USB Port

The SD card slot and USB port are located in the Media Hub. See **Media Hub** (page 265).

SD Card

Note: *Your SD card slot is spring-loaded. To remove the SD card, press the card in and the system ejects it. Do not attempt to pull the card to remove it as this could cause damage.*

Note: *The navigation system also uses this card slot. See **Navigation** (page 371).*



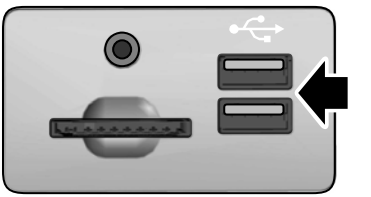
E174390

The SD card slot is located either in the center console or behind a small access door in the instrument panel. To access and play music from your device, press the lower left corner of the touchscreen.

E142620

SD logo is a trademark of SD-3C, LLC.

USB Port



E174391

The USB ports are located either in the center console or behind a small access door in the instrument panel. To access and play music from your device, press the lower left corner of the touchscreen.

Transcribed by DEP POWER E-PROCESS

This feature allows you to plug in media playing devices, memory sticks, flash drives or thumb drives, and charge devices if they support this feature.

Playing Music from Your Device

Note: *The system is capable of indexing up to 30,000 songs.*

Insert your device and select:

Message	Action and Description
USB SD Card	Once the system recognizes your USB or SD card you can then select from the following options:
Repeat	This feature replays the currently playing song or album.
Shuffle	Touch this button to play music on the selected album or folder in random order.
Similar Music	This feature allows you to choose music similar to what is currently playing.
More Info	Touch this button to see disc information, for example current track, artist name, album and genre.
Options	Touch this button to view and adjust various media settings.

Sound

Sound settings allows you to adjust settings for:

Message	Action and Description
Bass	
Midrange	
Treble	
Set Balance and Fade	
DSP	
Occupancy Mode	
Speed Compensated Volume	
Media Player Settings	Allows you to select more settings, which is under Media Player. See **Settings** (page 321).

DEP DEALER E-PROCESS

Message	Action and Description
Device Information	Displays software and firmware information about the currently connected media device.
Update Media Index	Indexes your device when you connect it for the first time and each time the content changes (for example adding or removing tracks) to make sure you have the latest voice commands available for all media on the device.

Note: *Your vehicle may not have all these sound settings.*

Browse

This feature allows you to view the contents of the device. It also allows you to search by categories, for example genre, artist or album.

If you want to view song information, for example Title, Artist, File, Folder, Album, and Genre, touch the on-screen album art.

You can also select:

Message	Action and Description
What's Playing?	To hear how the system pronounces the current band and song. This can be helpful when using voice commands to make sure the system correctly plays your request.

Playing Video from Your Device

To access and play video from your device, your vehicle's transmission must be in park (P) with the ignition in accessory mode. See **Starting and Stopping the Engine** (page 115).

USB and SD Card Voice Commands

Press the voice button and when prompted say:

Voice command	
(USB [<1-n>] | iPod | MP3 [player]) (SD card | memory card)	
Then any of the following:	
(browse | show | search) (SD card [<1-9>] | memory card	
[play] next track	
pause	
play album <any album name> by artist <any artist name | any author name>	
Play all	

DEP DIGITAL E-PROCESS

Voice command	
play artist <any artist name | any author name>	
play audiobook <album name | audio podcast name | video podcast name | season name | audiobook title name>	
play author <any artist name | any author name>	
play composer <composer name>	
play folder <folder name>	
play [genre] <genre name>	
play movie <movie title name | TV show episode name | video podcast episode name | music video song name>	
play music video <movie title name | TV show episode name | video podcast episode name | music video song name>	
play playlist <any playlist name>	
play podcast <album name | audio podcast name | video podcast name | season name | audiobook title name>	
play [podcast] episode <audio podcast episode name | video podcast episode name | song name | audiobook title name>	
[play] (similar music | more like this)	
play (song | track | title | file) <audio podcast episode name | video podcast episode name | song name | audiobook title name>	

Voice command	
play TV show <movie title name | TV show episode name | video podcast episode name | music video song name>	
play [TV show] episode <movie title name | TV show episode name | video podcast episode name | music video song name>	*
play [video podcast] episode <movie title name | TV show episode name | video podcast episode name | music video song name>	*
play video playlist <movie playlist name | TV show playlist name | video podcast playlist name | music video playlist name>	*
[play] previous track	
[play] next track	
repeat [all | folder | track] off	
repeat [on]	
(shuffle | random | mix) [on | tracks [on]]	
shuffle album [on]	
shuffle off	
((who's | who is) this | who plays this | (what's | what is) playing [now] | (what | which) (song | track | artist) is this | (who's | who is) playing | (what's | what is) this)	
Help	

DEP DEALER E-PROCESS

Voice command	
(browse | search | show) album <album name | audio podcast name | video podcast name | season name | audiobook title name>	
(browse | search | show) all (album | albums)	
(browse | search | show) all (artist | artists)	
(browse | search | show) all (audiobook | audiobooks)	
(browse | search | show) all (author | authors)	
(browse | search | show) all (composer | composers)	
(browse | search| show) all (folder | folders)	
(browse | search | show) all (genre | genres)	
(browse | search | show) all (movie | movies)	*
(browse | search | show) all music (video | videos)	*
(browse | search | show) all (playlist | playlists)	
(browse | search | show) all (podcast | podcasts)	
(browse | search | show) all (song | songs | title | titles | file | files | track | tracks)	
(browse | search | show) all TV (show | shows)	*
(browse | search | show) all video (playlist | playlists)	*

Voice command	
(browse | search | show) all video (podcast | podcasts)	*
(browse | search | show) all (video | videos)	*
(browse | search | show) artist <any artist name | any author name>	
(browse | search | show) audiobook <album name | audio podcast name | video podcast name | season name | audiobook title name>	
(browse | search | show) author <any artist name | any author name>	
(browse | search | show) composer <composer name>	
(browse | search| show) folder <folder name>	
(browse | search | show) genre <genre name>	
(browse | search | show) playlist <any playlist name>	
(browse | search | show) podcast <album name | audio podcast name | video podcast name | season name | audiobook title name>	
(browse | search| show) TV show <movie title name | TV Show name | Video Podcast Episode name | Music Video Song name>	*
(browse | search | show) video <movie title name | TV show episode name | video podcast episode name | music video song name>	*

DEP DIGITAL E-PROCESS

Voice command	
(browse | search| show) video playlist <movie playlist name | TV Show playlist name | Video Podcast playlist name | Music Video playlist name>	*
(browse | search| show) video podcast <movie title name | TV Show episode name | Video Podcast Episode name | Music Video Song name>	
Help	

* These commands are only available in USB mode and are device-dependent.

Supported Media Players, Formats and Metadata Information

SYNC is capable of hosting nearly any digital media player, including iPod, Zune™, plays from device players, and most USB drives. Supported audio formats include MP3, WMA, WAV and AAC.

It is also able to organize your indexed media from your playing device by metadata tags. Metadata tags, which are descriptive software identifiers embedded in the media files, provide information about the file.

If your indexed media files contain no information embedded in these metadata tags, SYNC may classify the empty metadata tags as unknown.

Bluetooth Audio

The system allows you to stream audio over your vehicle's speakers from your connected, Bluetooth-enabled cell phone.

To access, press the lower left corner on the touchscreen, then select:

Message
BT Stereo

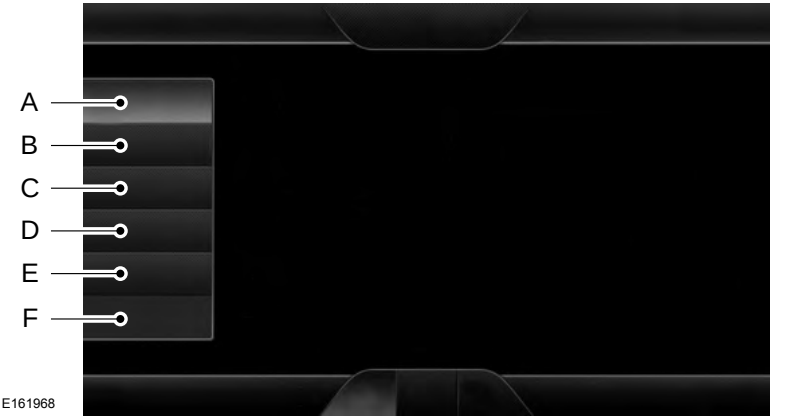
Bluetooth Audio Voice Commands

Press the voice button and when prompted say:

Voice command
[play] next track
play
pause
[play] previous track

DEP DEALER E-PROCESS

PHONE



Item	Message
A	Phone
B	Quick Dial
C	Phonebook
D	History
E	Messaging
F	Settings

Hands-free calling is one of the main features of SYNC®. Once you pair your cell phone, you can access many options using the touchscreen or voice commands. While the system supports a variety of features, many are dependent on your cell phone's functionality.

At a minimum, most cell phones with Bluetooth wireless technology support the following functions:

- Answering an incoming call.
- Ending a call.
- Using privacy mode.
- Dialing a number.
- Redialing.
- Call waiting notification.
- Caller ID.

Other features, such as text messaging using Bluetooth and automatic phonebook download, are cell phone-dependent features. To check your cell phone's compatibility, see your cell phone's user manual and visit www.SYNCMyRide.com, www.SYNCMyRide.ca or www.syncmaroute.ca.

DEP
DEARBORN ENGINEER E-PROCESS

Pairing Your Cell Phone for the First Time

WARNING

Driving while distracted can result in loss of vehicle control, crash and injury. We strongly recommend that you use extreme caution when using any device that may take your focus off the road. Your primary responsibility is the safe operation of your vehicle. We recommend against the use of any handheld device while driving and encourage the use of voice-operated systems when possible. Make sure you are aware of all applicable local laws that may affect the use of electronic devices while driving.

The first thing you must do to use the phone features of SYNC is to pair your Bluetooth-enabled cell phone with SYNC. This allows you to use your cell phone in a hands-free manner.

Note: *Put the transmission in position **P**. Turn on your vehicle ignition and the radio.*

Touch the upper left corner of the touchscreen:

Message	Action and Description
Add phone	
Find SYNC Begin the Pairing Process fromyour Device and PIN Option will Appear.	Follow the on-screen instructions. Make sure that Bluetooth is set to **On** and that your cell phone is in the correct mode. See your cell phone's manual if necessary. Select **SYNC** and a six-digit PIN appears on your device. If you are prompted to enter a PIN on your device, it does not support Secure Simple Pairing. To pair, enter the PIN displayed on the touchscreen. Skip the next step. When prompted on your cell phone's display, confirm that the PIN provided by SYNC matches the PIN displayed on your cell phone. The display indicates when the pairing is successful. SYNC may prompt you with more cell phone options. For more information on your cell phone's capability, see your cell phone's manual and visit the website.

Pairing Subsequent Cell Phones

Note: *Move the gearshift lever to park (**P**). Switch your vehicle ignition and the radio on.*

Make sure that Bluetooth is set to **On** and that your cell phone is in the correct mode. See your device's manual if necessary.

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To pair a subsequent cell phone, select:

Message	Action and Description
Phone	
Settings	
Select BT Device	
Add Device	Select **SYNC** and a six-digit PIN appears on your device. If you are prompted to enter a PIN on your device, it does not support Secure Simple Pairing. To pair, enter the PIN displayed on the touchscreen. Skip the next step. When prompted on your cell phone's display, confirm that the PIN provided by SYNC matches the PIN displayed on your cell phone. The display indicates when the pairing is successful. SYNC may prompt you with more cell phone options. For more information on your cell phone's capability, see your cell phone's manual and visit the website.

Making Calls

Press the voice button and when prompted say:

Voice command
call [[a] name]
dial [[a] number]

To end the call or exit phone mode, press and hold the phone button.

Receiving Calls

During an incoming call, an audible tone sounds. Call information appears in the display if it is available.

To accept the call, select:

Message
Accept

Note: *You can also accept the call by pressing the phone button on the steering wheel.*

To reject the call, select:

Message
Reject

Note: *You can also reject the call by pressing the phone button on the steering wheel.*

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Ignore the call by doing nothing. SYNC logs it as a missed call.

Phone Menu Options

Press the top left corner on the touchscreen to select from the following options:

Phone

Touch this button to access the on-screen numerical pad to enter a number and place a call. During an active call, you can also choose to:

Message
Mute Call
Hold Call
Privacy
Join Calls
End

Quick Dial

Select and call contacts stored in your phonebook contacts and call history folder.

Phonebook

Touch this button to access and call any contacts in your previously downloaded phonebook. The system places the entries in alphabetical categories summarized at the top of the screen.

To turn on contact picture settings, if your device supports this feature, select:

Message
Phone
Settings
Manage Phonebook
Display Photos from Phonebook
On

Certain smartphones may support transferring street addresses when listed with phonebook contact information. If your cell phone supports this feature, you can select and use these addresses as destinations and save them as favorites.

History

After you connect your Bluetooth-enabled cell phone to SYNC, you can access any previously dialed, received or missed calls. You can also choose to save these to your Favorites or to Quick Dial.

Note: *This is a cell phone-dependent feature. If your cell phone does not support downloading call history using Bluetooth, SYNC keeps track of calls made with the SYNC system.*

Messaging

Send text messages using the touchscreen. See **Text messaging** later in this section.

Settings

Touch this button to access various phone settings, for example turning Bluetooth on and off, managing your phonebook and more. See **Phone settings** later in this section.

DEP DEALER E-PROCESS

Text Messaging

Note: *Downloading and sending text messages using Bluetooth are cell phone-dependent features.*

Note: *Certain features in text messaging are speed-dependent and not available when your vehicle is traveling at speeds over 3.1 mph (5 km/h).*

Note: *SYNC does not download read text messages from your cell phone.*

You can send and receive text messages using Bluetooth, read them aloud and translate text messaging acronyms, for example LOL.

Touch the top left corner of the display, then select:

Message
Phone
Messaging
Then any of the following:

Message
Listen (speaker icon)
Dial
Send Text
View
Delete

Composing a Text Message

Note: *This is a speed-dependent feature. It is unavailable when your vehicle is traveling at speeds over 3.1 mph (5 km/h).*

Note: *Downloading and sending text messages using Bluetooth are cell phone-dependent features.*

To compose and send a text message, select:

Message	Action and Description
Phone	
Messaging	
Send Text	Enter a cell phone number or choose from your phonebook.
Edit Text	Allows you to customize the pre-defined message or create a message on your own.
Send	Sends the message as it is.

You can then preview the message, verify the recipient as well as update the message list, and send it to a connected device, for example a USB drive.

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Text Message Options

Message
I'll call you back in a few minutes.
I just left, I'll be there soon.
Can you give me a call?
I'm on my way.
I'm running a few minutes late.
I'm ahead of schedule, so I'll be there early.
I'm outside.
I'll call you when I get there.
OK
Yes
No
Thanks
Stuck in traffic.
Call me later.
LOL

Receiving a Text Message

Note: *If you select View and your vehicle is traveling over 3.1 mph (5 km/h), the system offers to read the message to you instead of allowing you to view it while driving.*

When a new message arrives, an audible tone sounds and the screen displays a pop-up with the caller name and ID, if supported by your cell phone. You can select:

Message	Action and Description
View	To view the text message.
Listen	For SYNC to read the message to you.
Dial	To call the contact.
Ignore	To exit the screen.

Phone Settings

To enter the phone settings menu select:

Message	Action and Description
Phone	
Settings	
Then any of the following:	
Bluetooth Devices	Connect, disconnect, add or delete a device, as well as save it as a favorite.
Bluetooth	To turn Bluetooth off or on.

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Message	Action and Description
Do Not Disturb	If you want all calls to go directly to your voicemail and not ring in the vehicle. When this feature is on, text message notifications do not ring inside the cabin either.
911 Assist	Turn the 911 Assist feature on and off. See **Information** (page 358).
Phone Ringer	Select the ring tone you want to hear when you receive a call. Choose from possible system ring tones, your currently paired cell phone's ring tone, a beep, text-to-speech or a silent notification.
Text Message Notification	Select a text message notification, if supported by your cell phone. Choose from possible system alert tones, text-to-speech or silent.
Internet Data Connection	If your cell phone is compatible, use this screen to adjust your internet data connection. Select to make your connection profile with the personal area network or to turn off your connection. You can also choose to adjust your settings or have the system always connect, never connect when roaming or query on connect. Press **?** for more information.
Manage Phonebook	To access features such as automatic phonebook download, re-download your phonebook, add contacts from your cell phone as well as delete or upload your phonebook.
Roaming Warning	To have the system alert you when your cell phone is in roaming mode.

Phone Voice Commands

Press the voice button and when prompted say any of the following:

Voice command	
call [[a] name]	
call (<first_name> | [<first_name>] <last_name>)	
call (<first_name> | [<first_name>] <last_name>) <location>	

Voice command	
Call voicemail	
dial [[a] number]	
(do not disturb off | disturb me)	
do not disturb [on]	
forward (text | [text] message)	
(go to hands free | transfer to car)	1
(hold call off | take call off hold)	1
(hold call [on] | place call on hold)	1

DEP DEARBORN ENGINEERING E-PROCESS

Voice command	
join (call | calls)	1
(listen to | read) [[text] message | line] [number] <msg_num>	
(listen to | read) ([text] message)	
[text] (messages | message)	2
mute call [on]	1
(pair ([Bluetooth] device | phone | Bluetooth audio) | add [a] phone)	
([go to] privacy [on] | transfer to phone)	1
reply to (text | [text] message)	
(turn ringer off | silent mode [on])	
(turn ringer on | silent mode off)	

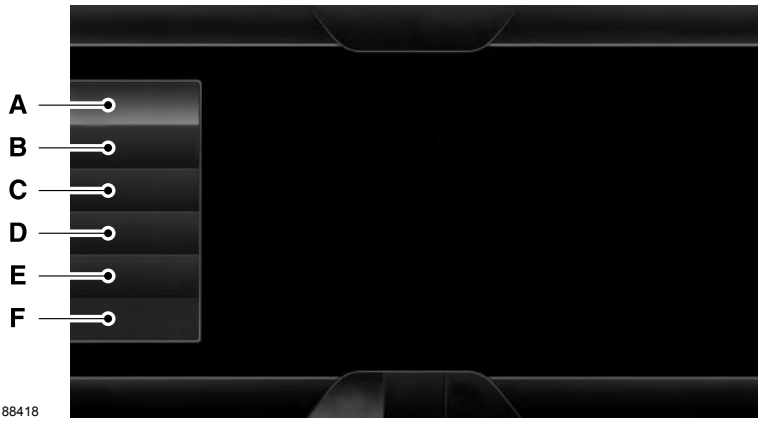
Voice command	
(mute [call] off | Unmute [call])	1
Help	

[1] These commands are only available during an active call.

[2] If you say messages, see the following additional commands.

Voice command
call [[a] name]
forward (text | [text] message)
(listen to | read) [[text] message | line] [number] <msg_num>
(listen to | read) ([text] message)
reply to (text | [text] message)
Help

INFORMATION



DEP DEALER E-PROCESS

Item	Message
A	SYNC Services
B	Travel Link
C	Alerts
D	Calendar
E	Apps
F	Where Am I?

If your vehicle is equipped with Navigation, press the **Information** button to access these features. If your vehicle is not equipped with Navigation, press the corner of the touchscreen with the green tab.

SYNC Services (If Equipped, United States Only)

Note: *SYNC Services varies by trim level and model year and may require a subscription. Traffic alerts and turn-by-turn directions available in select markets. Message and data rates may apply. Ford Motor Company reserves the right to change or discontinue this product service at any time without prior notification or incurring any future obligation.*

Note: *SYNC Services requires activation before use. Visit www.SYNCMyRide.com to register and check your eligibility for complimentary services. Standard phone and message rates may apply. Subscription may be required. You must also have the active SYNC Services Bluetooth-enabled cellular phone paired and connected to the system in order to connect to, and use, SYNC Services. See* ***Phone*** *(page 351).*

Note: *This feature does not function properly if you have enabled caller ID blocking on your cellular phone. Make sure your cellular phone is not blocking caller ID before using SYNC Services.*

Note: *The driver is ultimately responsible for the safe operation of the vehicle, and therefore, must evaluate whether it is safe to follow the suggested directions. Any navigation features provided are only an aid. Make your driving decisions based on your observations of local conditions and existing traffic regulations. Do not follow the route suggestions if doing so would result in an unsafe or illegal maneuver, if you would be placed in an unsafe situation, or if you would be directed into an area that you consider unsafe. Maps used by this system may be inaccurate because of errors, changes in roads, traffic conditions or driving conditions.*

Note: *When you connect, the service uses GPS technology and advanced vehicle sensors to collect your vehicle's current location, travel direction and speed to help provide you with the directions, traffic reports, or business searches you request. Further, to provide the services you request, for continuous improvement, the service may collect and record call details and voice communications. For more information, see SYNC Services Terms and Conditions at www.SYNCMyRide.com. If you do not want Ford or its service providers to collect your vehicle travel information or other information identified in the Terms and Conditions, do not subscribe or use the service.*

SYNC Services uses advanced vehicle sensors, integrated GPS technology and comprehensive map and traffic data, to give you personalized traffic reports, precise turn-by-turn directions, business search, news, sports, weather and more. For a complete list of services, or to learn more, please visit www.SYNCMyRide.com.

DEP POWER E-PROCESS

Connecting to SYNC Services Using Voice Commands

1. Press the voice button.
2. When prompted, say "Services". This initiates an outgoing call to SYNC Services using your paired and connected Bluetooth-enabled cellular phone.
3. Once you connect to the service, follow the voice prompts to request the desired service, such as "Traffic" or "Directions". You can also say, "What are my choices?" to receive a list of available services from which to choose.
4. Say, "Services" to return to the Services main menu or for help, say, "Help".

Connecting to SYNC Services Using the Touchscreen

If your vehicle is equipped with Navigation, press the **Information** button.

If your vehicle is not equipped with Navigation, press the green tab on your touchscreen.

1. Select **Connect to Services** to initiate an outgoing call to SYNC Services using your phone.
2. Once connected, follow the voice prompts to request your desired Service, such as "Traffic" or "Directions". You can also say, "What are my choices?" to receive a list of available services from which to choose.
3. Say, "Services" to return to the Services main menu or for help, say, "Help".

Receiving Turn-by-Turn Directions

1. When connected to SYNC Services, say "Directions" or "Business search". To find the closest business or type of business to your current location, just say "Business search" and then "Search near me". If you need further assistance in finding a location you can say "Operator" at any time within a Directions or Business search to speak with a live operator. The system may prompt you to speak with an operator when it has difficulty matching your voice request. The live operator can assist you by searching for businesses by name or by category, residential addresses by street address or by name or specific street intersections. Operator Assist is a feature of your SYNC Services subscription. For more information on Operator Assist, visit www.SYNCMyRide.com/support.
2. Follow the voice prompts to select your Destination. After the route download is finished, the phone call automatically ends.

If your vehicle is not equipped with Navigation:

- Turn-by-turn directions appear in the information display, in the status bar of your touchscreen system and on the SYNC Services screen. You also receive driving instructions from audible prompts.
- When on an active route, you can select **Route Summary** or **Route Status** using the touchscreen controls or voice commands to view the **Route Summary Turn List** or the **Route Status ETA**. You can also turn voice guidance on or off, cancel the route or update the route.

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If you miss a turn, SYNC automatically asks if you want the route updated. Just say, "Yes" when prompted and the system delivers a new route to your vehicle.

If your vehicle is equipped with Navigation, SYNC Services downloads your requested destination to the navigation system. The navigation system then calculates the route and provides driving instructions. See **Navigation** (page 371).

Disconnecting from SYNC Services

1. Press and hold the hang-up phone button on the steering wheel.
2. Say "Good-bye" from the SYNC Services main menu.

SYNC Services Quick Tips

Tips	
Personalizing	You can personalize your Services feature to provide quicker access to your most used or favorite information. You can save address points, such as work or home. You can also save favorite information like sports teams, for example Detroit Lions, or a news category. You can learn more about personalization by logging onto www.SYNCMyRide.com.
Push to interrupt	Press the voice button at any time (while connected to SYNC Services) to interrupt a voice prompt or an audio clip (such as a sports report) and say your voice command.
Portable	Your subscription is associated with your Bluetooth-enabled cellular phone number, not your VIN (Vehicle Identification Number). You can pair and connect your phone to any vehicle equipped with SYNC Services and continue enjoying your personalized services.

SYNC Services Voice Commands

When a route has been downloaded (non-navigation systems), press the voice button on the steering wheel controls. When prompted, say any of the following commands:

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Services

Voice command
Cancel route
Navigation voice off
Navigation voice on
Route status
Route summary
Update route
Help

Sirius Travel Link (If Equipped)

WARNING

Driving while distracted can result in loss of vehicle control, crash and injury. We strongly recommend that you use extreme caution when using any device that may take your focus off the road. Your primary responsibility is the safe operation of your vehicle. We recommend against the use of any handheld device while driving and encourage the use of voice-operated systems when possible. Make sure you are aware of all applicable local laws that may affect the use of electronic devices while driving.

Note: *In order to use Sirius Travel Link, your vehicle must be equipped with navigation and your navigation SD card must be in the SD card slot.*

Note: *A paid subscription is required to access and use these features. Go to www.siriusxm.com/travellink for more information.*

Note: *Visit www.siriusxm.com/traffic and click on Coverage map and details for a complete listing of all traffic areas covered by Sirius Travel Link.*

Note: *Neither Sirius nor Ford is responsible for any errors or inaccuracies in the Sirius Travel Link services or its use in vehicles.*

When you subscribe to Sirius Travel Link, it can help you locate the best gas prices, find movie listings, get current traffic alerts, view the current weather map, get accurate ski conditions and see scores to current sports games.

If your vehicle is equipped with Navigation, touch the i (Information) button to access these features. If your vehicle is not equipped with Navigation, touch the corner of the touchscreen with the green tab.

Traffic On Route and Traffic Nearby

Touch these buttons to identify traffic incidents on your route, nearby your vehicle's current location or near any of your favorite places, if programmed.

Fuel Prices

Touch this button to view fuel prices at stations close to your vehicle's location or on an active navigation route.

Movie Listings

Touch this button to view nearby movie theaters and their show times, if available.

Weather

Touch this button to view the nearby weather, current weather, or the five day forecast for the chosen area. Select **Map** to see the weather map, which can show storms, radar information, charts and winds. Select **Area** to select from a listing of weather locations.

DEP DEALER E-PROCESS

Sports Info

Touch this button to view scores and schedules from a variety of sports. You can also save up to 10 favorite teams for easier access. The score automatically refreshes when a game is in progress.

Ski Conditions

Touch this button to view ski conditions for a specific area.

Sirius Travel Link Voice Commands

Press the voice button on the steering wheel controls. When prompted, say any of the following commands:

Sirius Travel Link

Voice command	
5-day weather forecast	
Fuel prices	
Movie listings	
Sports headlines	*
Sports schedules	*
Sports scores	*
Traffic	
Weather	
Weather map	
Help	

* If you say "Sports headlines", "Sports schedules" or "Sports scores", you can then say any of the commands in the following chart.

Sports-Related Commands

Voice command
Baseball
College basketball
College football
Golf
MLS
My teams
NBA
NFL
NHL
WNBA
Help

Additional Sports-Related Voice Commands

Voice command
Baseball headlines
Baseball schedule
Baseball scores
College basketball headlines
College basketball schedule
College basketball scores
College football headlines
College football schedule
College football scores
Golf headlines
Golf leaderboard
Golf schedule

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Voice command
MLS headlines
MLS schedule
MLS scores
Motor sports headlines
Motor sports order
Motor sports schedule
My team headlines
My teams schedule
My teams scores
NBA headlines
NBA schedule
NBA scores
NFL headlines
NFL schedule
NFL scores
NHL headlines
NHL schedule
NHL scores
WNBA headlines
WNBA schedule
WNBA scores
Help

Alerts

If your vehicle is equipped with Navigation, touch the i (Information) button to access these features. If your vehicle is not equipped with Navigation, touch the corner of the touchscreen with the green tab.

Press Alerts, and then choose from any of the following services:

Message	Action and Description
View	The complete message
Delete	The message
Delete All	Messages

This screen displays any system messages (such as an SD card fault).

Note: *The system alerts you to any messages by turning the information icon yellow. After you read or delete the messages, the icon returns to white.*

Calendar

If your vehicle is equipped with Navigation, touch the i (Information) button to access these features. If your vehicle is not equipped with Navigation, touch the corner of the touchscreen with the green tab.

Press **Calendar**. You can view the current calendar by day, week or month.

911 Assist (If Equipped)

WARNINGS

Unless the 911 Assist setting is set on before a crash, the system will not dial for help, which could delay response time, potentially increasing the risk of serious injury or death after a crash.

Do not wait for 911 Assist to make an emergency call if you can do it yourself. Dial emergency services immediately to avoid delayed response time, which could increase the risk of serious injury or death after a crash. If you do not hear 911 Assist within five seconds of the crash, the system or phone may be damaged or non-functional.

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WARNINGS

Always place your phone in a secure location in your vehicle so it does not become a projectile or damaged in a crash. Failure to do so may cause serious injury to someone or damage the phone, which could prevent 911 Assist from working properly.

Note: *The SYNC 911 Assist feature must be set on prior to the incident.*

Note: *Before setting this feature on, make sure that you read the 911 Assist Privacy Notice later in this section for important information.*

Note: *If any user turns 911 Assist on or off, that setting applies for all paired phones. If 911 Assist is turned off, either a voice message plays or a display message (or icon) comes on (or both) when your vehicle is started after a previously paired phone connects.*

Note: *Every phone operates differently. While SYNC 911 Assist works with most cellular phones, some may have trouble using this feature.*

If a crash deploys an airbag, excluding knee airbags and rear inflatable safety belts where fitted or activates the fuel pump shut-off, your SYNC-equipped vehicle may be able to contact emergency services by dialing 911 through a paired and connected Bluetooth-enabled phone. You can learn more about the 911 Assist feature, visit www.SYNCMyRide.com, www.SYNCMyRide.ca or www.syncmaroute.ca.

See **Supplementary Restraints System** (page 38). Important information regarding airbag deployment is in this chapter.

See **Roadside Emergencies** (page 163). Important information regarding the fuel pump shut-off is in this chapter.

Setting 911 Assist On

If your vehicle is equipped with Navigation, touch the I (Information) button to access these features. If your vehicle is not equipped with Navigation, touch the corner of the touchscreen with the green tab. Then select:

Message
Apps
Emergency Assistance
On

You can also access 911 Assist by pressing the Setting icon and then selecting:

Message
Settings
Phone
Emergency Assistance
You can also select:
Help
Emergency Assistance

To make sure that 911 Assist works properly:

- SYNC must be powered and working properly at the time of the incident and throughout feature activation and use.
- The 911 Assist feature must be set on prior to the incident.

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- You must pair and connect a Bluetooth-enabled and compatible phone to SYNC.
- A connected Bluetooth-enabled phone must have the ability to make and maintain an outgoing call at the time of the incident.
- A connected Bluetooth-enabled phone must have adequate network coverage, battery power and signal strength.
- The vehicle must have battery power and be located in the United States, Canada or in a territory in which 911 is the emergency number.

In the Event of a Crash

Not all crashes deploy an airbag or activate the fuel pump shut-off (which would trigger 911 Assist); however, SYNC tries to contact emergency services if 911 Assist triggers. If a connected phone sustains damage or loses connection to SYNC, SYNC searches for, and tries to connect to, any available previously paired phone and tries to make the call to 911.

Before making the call:

- SYNC provides a short window of time (approximately 10 seconds) to cancel the call. If you fail to cancel the call, SYNC attempts to dial 911.
- SYNC says the following, or a similar message: "SYNC will attempt to call 911, to cancel the call, press Cancel on your screen or press and hold the phone button on your steering wheel."

If you do not cancel the call, and SYNC makes a successful call, a pre-recorded message plays for the 911 operator, and then the occupant(s) in your vehicle is able to talk with the operator. Be prepared to provide your name, phone number and location immediately, because not all 911 systems are capable of receiving this information electronically.

911 Assist May Not Work If:

- Your cellular phone or 911 Assist hardware sustains damage in a crash.
- The vehicle's battery or the SYNC system has no power.
- The phones(s) previously paired or connected to the system are thrown from the vehicle.

911 Assist Privacy Notice

When you turn on 911 Assist, it may disclose to emergency services that your vehicle has been in a crash involving the deployment of an airbag or activation of the fuel pump shut-off. Certain versions or updates to 911 Assist may also be capable of electronically or verbally disclosing to 911 operators your vehicle location or other details about your vehicle or crash to assist 911 operators to provide the most appropriate emergency services. If you do not want to disclose this information, do not turn the feature on.

Vehicle Health Report

WARNING

Always follow scheduled maintenance instructions, regularly inspect your vehicle, and seek repair for any damage or problem you suspect. Vehicle Health Report supplements, but cannot replace, normal maintenance and vehicle inspection. Vehicle Health Report only monitors certain systems electronically monitored by your vehicle and will not monitor or report the status of any other system, (such as brake lining wear). Failure to perform scheduled maintenance and regularly inspect your vehicle may result in vehicle damage and serious injury.

Note: *This feature is only available in the United States.*

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Note: *Your Vehicle Health Report feature requires activation prior to use. Visit www.SYNCMyRide.com to register. There is no fee or subscription associated with Vehicle Health Report, but you must register to use this feature.*

Note: *This feature may not function properly if you have enabled caller ID blocking on your cellular phone. Before running a report, review the Vehicle Health Report Privacy Notice.*

Note: *In order to allow a break-in period for your vehicle, you may not be able to create a Vehicle Health Report until your vehicle odometer has reached 200 miles.*

Note: *Cellular phone and SMS charges may apply when making a report.*

Register for Vehicle Health Report and set your report preferences at www.SYNCMyRide.com. After registering, you can request a Vehicle Health Report (inside your vehicle). Return to your account at www.SYNCMyRide.com to view your report. You can also choose for SYNC to remind you automatically to run reports at specific mileage intervals. Cellular phone airtime usage may apply when reporting.

The system allows you to check your vehicle's overall health in the form of a diagnostic report card. The Vehicle Health Report contains valuable information, for example:

- Vehicle diagnostic information.
- Scheduled maintenance.
- Open recalls and Field Service Actions.
- Items noted during vehicle inspections by your authorized dealer that still need servicing.

Making a Report

If you want to run a report by using the touchscreen, select:

Message
Apps
Vehicle Health Report

You can also run a vehicle health report by voice command.

Press the voice button and when prompted say:

Voice command
Vehicle Health Report

Vehicle Health Report Privacy Notice

When you create a Vehicle Health Report, Ford Motor Company may collect your cellular phone number (to process your report request) and diagnostic information about your vehicle. Certain versions or updates to Vehicle Health Report may also collect more vehicle information. Ford may use your vehicle information it collects for any purpose. If you do not want to disclose your cellular phone number or vehicle information, do not run the feature or set up your Vehicle Health Report profile at www.SYNCMyRide.com. See www.SYNCMyRide.com (Vehicle Health Report Terms and Conditions, and Privacy Statement) for more information.

DEP POWER E-PROCESS

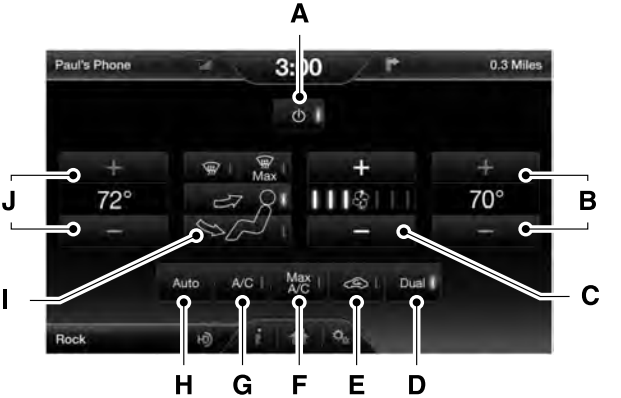
Where Am I?

For information about your current location, select:

Message	Action and Description
Where Am I?	View your vehicle's current location, if your vehicle is equipped with navigation. If your vehicle is not equipped with navigation, nothing displays.

CLIMATE

Press the lower right corner on the touchscreen to access your climate control features. Depending on your vehicle line and option package, your climate screen may look different from the screen shown here.



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A **Power:** Touch to switch the system off and on. Outside air cannot enter your vehicle when you switch off the system.

B **Passenger settings:** Touch + or – to adjust the temperature.

C **Fan speed:** Touch + or - to adjust fan speed.

D **DUAL:** Touch to switch on the passenger temperature control.

E **Recirculated air:** Touch to switch the recirculated air on or off which may reduce the amount of time needed to cool down the interior and help reduce odors from reaching the interior. Recirculated air also engages automatically when MAX A/C or MAX defrost is selected and may be engaged manually in any airflow mode except defrost. It may also turn off in all airflow modes except MAX A/C and MAX defrost to reduce fog potential.

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F **MAX A/C:** Touch to cool your vehicle with recirculated air. Touch again for normal A/C operation. MAX A/C distributes air through instrument panel vents and may help reduce odors from entering your vehicle. MAX A/C is more economical and efficient than normal A/C mode.

G **A/C:** Touch to switch the air conditioning on or off. Use A/C with recirculated air to improve cooling performance and efficiency. A/C engages automatically in MAX A/C, defrost and footwell/defrost.

H **AUTO:** Touch to engage automatic operation, then set the temperature using the temperature control. The system automatically controls fan speed, airflow distribution, A/C on or off and the use of fresh or recirculated air.

I **Manual airflow distribution controls: Footwell and Defrost:** Distributes air through the windshield defroster vents, demister vents, floor vents and rear seat floor vents, and provides outside air to reduce window fogging. **Panel:** Distributes air through the instrument panel vents. **Panel and Floor:** Distributes air through the instrument panel vents, demister vents, floor vents and rear seat floor vents. **Floor:** Distributes air through the demister vents, floor vents and rear seat floor vents. **Defrost:** Touch to clear the windshield of fog and thin ice. Touch again to return to the previous airflow selection. When on, defrost provides outside air to reduce window fogging and distributes air through the windshield defroster vents and demister vents. **MAX Defrost:** Distributes outside air through the windshield air vents and automatically turns the air conditioning on. The fan is set to the highest speed and the temperature to HI. When the air distribution is set in this position, you are unable to select recirculated air or manually adjust the fan speed and temperature control.

J **Driver settings:** Touch + or – adjust the temperature.

Climate Control Voice Commands

Press the voice button on the steering wheel controls. When prompted, say any of the following commands:

Voice commands
climate (automatic | auto) [on]
climate my (temp | temperature) [on]
climate [control | heater] off
climate [control | heater] on
climate [set | change] (temp | temperature) [to] (15.0-30) [degrees]
climate [set | change] (temp | temperature) [to] (59-86) [degrees]
Help

There are additional climate control commands. To access them say:

Voice Commands
climate [control]
Then you can say any of the following commands:
(AC | air (conditioner | conditioning)) off

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Voice Commands
(AC | air (conditioner | conditioning)) [on]
(automatic | auto) [on]
(decrease (fan | blower) speed | (fan | blower) speed decrease)
([front [window]] defrost | windshield | defog) off
([front [window]] defrost | windshield | defog) [on]
(dual off | passenger (temperature | temp) off)
floor [on]
(increase (fan | blower) speed | (fan | blower) speed increase)
((max | maximum) (AC | air (conditioner | conditioning))) off
(max AC | ((max | maximum) (AC | air (conditioner | conditioning))) on)
my (temp | temperature) [on]
[climate [control] | heater] off
(automatic | auto) [on]
((panel | vent) [and] floor | floor [and] (panel | vent)) [on]
(panel | vent) off
(panel | vent) [on]
rear [window] defrost off
rear [window] defrost [on]
(recirc | recirculation) off
(recirc | recirculation) [on]
[(set | change)] (temp | temperature) [to]

Voice Commands
[set] (temp | temperature) [to] (15.0-30) [degrees]
[set] (temp | temperature) [to] (59-86) [degrees]
((temp | temperature) (decrease | down) | decrease (temp | temperature) | [air (conditioning | conditioner) | AC | heater] (cooler | colder))
(temperature high | (max | maximum) (temp | temperature)) [on]
((temp | temperature) (increase | up) | increase (temp | temperature) | [air (conditioning | conditioner) | AC | heater] (warmer | hotter))
(temperature low | (min | minimum) (temp | temperature)) [on]
((windshield | [front | front window] defrost | defog) [and] floor | floor [and] (windshield | [front | front window] defrost | defog)) [on]
Help

To access the temperature options say:

Voice commands
[(set | change)] (temp | temperature) [to]
Then you can say any of the following commands:
(15.0-30) [degrees]
(59-86) [degrees]
(high | maximum | max) [temperature]
(low | minimum | min) [temperature]
Help

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NAVIGATION

Note: *The navigation SD card must be in the SD card slot to operate the navigation system. If you need a replacement SD card, see an authorized dealer.*

Note: *The SD card slot is spring-loaded. To remove the SD card, just push the card in and release it. Do not attempt to pull the card out to remove it; this could cause damage.*

Your navigation system is comprised of two main features, destination mode and map mode.

To set a destination, press the green corner of your touchscreen, then the **Dest** button when it appears. See **Setting a Destination** later in this chapter.

To view the navigation map and your vehicle's current location, touch the green bar in the upper right-hand corner of the touchscreen, or, press **Dest**, then **Map**. See **Map mode** later in this chapter.

Setting a Destination

Press the green corner of your touchscreen, then the **Dest** button when it appears. Choose any of the following:

Destination

Message
My Home
Favorites
Previous Destinations
Point of Interest
Emergency
Street Address
Intersection
City Center

Message
Map
Edit Route
Cancel Route

1. Enter the necessary information into the highlighted text fields (in any order). For address destination entry, the **Go!** button appears once you enter all the necessary information. Pressing the **Go!** button makes the address location appear on the map. If you choose **Previous Destination**, the last 20 destinations you have selected appear.
2. Select **Set as Dest** to make this your destination. You can also choose to set this as a waypoint (have the system route to this point on the way to your current destination) or save it as a favorite. The system considers any **Avoid Areas** selections in its route calculation.
3. Choose from up to three different types of routes, and then select **Start Route**.

- Fastest: Uses the fastest moving roads possible.
- Shortest: Uses the shortest distance possible.
- Eco Route: Uses the most fuel-efficient route.

You can cancel the route or have the system demo the route for you. Select **Route Prefs** to set route preferences like avoiding freeways, tollroads, ferries and car trains as well as to use or not use high-occupancy vehicle lanes. (High-occupancy vehicle lanes are also known as carpool or diamond lanes. People who ride in buses, vanpools or carpools use these lanes.)

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Note: *If your vehicle is on a recognized road and you do not press the* ***Start Route*** *button, the system defaults to the Fastest Route option and begins guidance.*

During route guidance, you can press the talking bubble icon that appears in the upper right navigation corner (green bar) if you want the system to repeat route guidance information. When the system repeats the last guidance instruction, it updates the distance to the next guidance instruction, since it detects when the vehicle is moving.

Point of Interest (POI) Categories

Main categories

Message
Restaurant
Travel & Transportation
Financial
Emergency
Community
Health & Medicine
Automotive
Shopping
Entertainment
Recreation & Sports
Government
Domestic Services

Subcategories

Message
Restaurant
Golf
Parking
Home & Garden
Personal Care Services
Auto Dealership
Govt Office
Public Transit
Education

To expand these listings, press the + in front of the listing.

The system also allows you to sort alphabetically, by distance or by cityseekr listings (if available).

cityseekr

Note: *cityseekr point of interest (POI) information is limited to approximately 912 cities (881 in the United States, 20 in Canada and 11 in Mexico).*

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cityseekr, when available, is a service that provides more information about certain points of interest such as restaurants, hotels and attractions.

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When you have selected a point of interest, the location and information appear, such as address and phone number. If cityseekr lists the point of interest, more information is available, such as a brief description, check-in and checkout times or restaurant hours.

Press **More Information** for a longer review, a list of services and facilities, the average room or meal price as well as the website. This screen displays the point of interest icon such as:

Hotel

Coffeehouse

Food & Drink

Nightlife

Attraction

This icon appears when your selection exists in multiple categories within the system.

When you are viewing more information for hotels, cityseekr also tells you if the hotel has certain services and facilities using icons, such as:

Subcategories

Message
Restaurant
Business center
Handicap facilities
Laundry
Refrigerator
24 hour room service
Fitness center
Internet access
Pool
Wi-Fi

For restaurants, cityseekr can provide information such as star rating, average cost, review, handicap access, hours of operation, and website address.

For hotels, cityseekr can provide information such as star rating, price category, review, check-in and checkout times, hotel service icons and website address.

Setting Your Navigation Preferences

Select settings for the system to take into account when planning your route.

Press the Settings icon > **Settings** > **Navigation**.

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Map Preferences

Breadcrumbs

Display your vehicle's previously traveled route with white dots. Switch this feature **ON** or **OFF**.

Turn List Format

Have the system display your turn list **Top to Bottom** or **Bottom to Top**.

Parking POI Notification

Set the automatic parking point of interest notification. Switch this feature **ON** or **OFF**. When parking point of interest notification is on, the icons display on the map when you get close to your destination. This may not be very useful in dense areas, and may clutter the map when other points of interest display.

Route Preferences

Preferred Route

Choose to have the system display the Shortest, Fastest or most Ecological route first. If you set **Always Use Preferred Route** to **Yes**, the system uses the selected route type to calculate only one route to the desired destination.

Always Use Preferred Route

Bypass route selection in destination programming. The system only calculates one route based on preferred route setting.

Eco Time Penalty

Select a low, medium or high cost for the calculated Eco Route. The higher the setting, the longer the time allotment is for the route.

Avoid

These features allow you to choose to have the system avoid freeways, toll roads, ferries and car trains when planning your route. Switch these features **ON** or **OFF**.

Use HOV Lanes

Have the system use high-occupancy vehicle lanes, if available, when planning your route.

Navigation Preferences

Guidance Prompts

Have the system use **Voice & Tones** or **Tone Only** on your programmed route.

Auto - Fill State/Province

Have the system automatically fill in the state and province based on the information already entered into the system. Switch this feature **ON** or **OFF**.

Traffic Preferences

Avoid Traffic Problems

Choose how you want the system to handle traffic problems along your route.

- **Automatic:** Have the system reroute you to avoid traffic incidents that develop and impact the current route. The system does not provide a traffic alert notification.
- **Manual:** Have the system always provide a traffic alert notification for traffic incidents along the planned route. You have a choice to accept or ignore the notification before making the route deviation.

Traffic Alert Notification

Have the system display traffic alert notifications.

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Other traffic alert features allows you to turn on certain, or all, traffic icons on the map such as road work, incident, accidents and closed roads. Scroll down to view all the different types of alerts. Switch these features **ON** or **OFF**.

Avoid Areas

Choose areas which you want the system to avoid when calculating a route for you.

Press **Add** to program an entry. Once you make a selection, the system tries to avoid the area(s) if possible for all routes. To delete a selection, choose the listing on the screen. When the screen changes to **Avoid Areas Edit**, you can press **Delete** at the bottom right of the screen.

Map Mode

Press the green bar in the upper right area of the touchscreen to view map mode. Map mode shows advanced viewing comprised of both 2D city maps as well as 3D landmarks (when available).

2D city maps show detailed outlines of buildings, visible land use and land elements and detailed railway infrastructure for the most essential cities around the globe. These maps also contain features, such as town blocks, building footprints and railways.

3D landmarks appear as clear, visible objects that are typically recognizable and have a certain tourist value. The 3D landmarks appear in 3D map mode only. Coverage varies and improves with updated map releases.

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Change the appearance of the map display by repeatedly pressing the arrow button in the upper left corner of the screen. It toggles between three different map modes: Heading up, North up and 3D.

Heading up (2D map) always shows the direction of forward travel to be upward on the screen. This view is available for map scales up to 2.5 miles (4 kilometers). The system remembers this setting for larger map scales, but shows the map in North up only. If the scale returns below this level, the system restores Heading up.

North up (2D map) always shows the northern direction to be upward on the screen.

3D map mode provides an elevated perspective of the map. This viewing angle can be adjusted and the map can be rotated 180 degrees by touching the map twice, and then dragging your finger along the shaded bar with arrows at the bottom of the map.

View switches between full map, street list and exit view in route guidance.

Menu displays a pop-up box that allows direct access to navigation settings, View/Edit Route, SIRIUS Travel Link, Guidance Mute and Cancel Route.

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Press the speaker button on the map to mute route guidance. When the light on the button illuminates, the feature is on. The speaker button appears on the map only when route guidance is active.

Re-center the map by pressing this icon whenever you scroll the map away from your vehicle's current location.

Auto Zoom

Press the green bar to access map mode, then select the **+** or **-** zoom button to bring up the zoom level and Auto buttons on the touchscreen. When you press **Auto**, Auto Zoom turns on and **Auto** displays in the bottom left corner of the screen in the map scale. The map zoom level then synchronizes with vehicle speed. The slower your vehicle is traveling, the farther the map zooms in; the faster your vehicle is traveling, the farther the map zooms out. To switch off the feature, just press the **+** or **-** button again.

In 3D mode, rotate the map view by swiping your finger across the shaded bar with the arrows.

The ETA box under the zoom buttons appears when a route is active and displays the distance and time to your destination. If the button is pressed, a pop up appears with the destination listed (and waypoint if applicable) along with mileage and time to destination. You may also select to have either the estimated time to reach your destination or your estimated arrival time.

Map Icons

Vehicle mark shows the current location of your vehicle. It stays in the center of the map display, except when in scroll mode.

Scroll cursor allows you to scroll the map; the fixed icon is in the center of the screen. The map position closest to the cursor is in a window on the top center part of the screen.

Address book entry default icon(s) indicates the location on the map of an address book entry. This is the default symbol shown after the entry has been stored to the Address Book by any method other than the map. You can select from any of the 22 icons available. You can use each icon more than once.

Home indicates the location on the map currently stored as the home position. You can only save one address from the Address Book as your Home entry. You cannot change this icon.

POI (Point Of Interest) icons indicate locations of any point of interest categories you choose to display on the map. You can choose to display three point of interest categories on the map at one time.

Starting point indicates the starting point of a planned route.

Waypoint indicates the location of a waypoint on the map. The number inside the circle is different for each waypoint and represents the position of the waypoint in the route list.

Destination symbol indicates the ending point of a planned route.

Next maneuver point indicates the location of the next turn on the planned route.

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No GPS symbol indicates that insufficient GPS satellite signals are available for accurate map positioning. This icon may display under normal operation in an area with poor GPS access.

Quick-touch Buttons

When in map mode, touch anywhere on the map display to access the following options:

Set as Dest

Touch this button to select a scrolled location on the map as your destination. You may scroll the map by pressing your index finger on the map display. When you reach the desired location, simply let go and then touch **Set as Dest**.

Set as Waypoint

Touch this button to set the current location as a waypoint.

Save to Favorites

Touch this button to save the current location to your favorites.

POI Icons

Touch this button to select icons to display on the map. You can select up to three icons to display on the map at the same time. Turn these **ON** or **OFF**.

Cancel Route

Touch this button to cancel the active route.

View/Edit Route When a Route is Active

Subcategories

Message
View Route
Edit Destination/Waypoint
Edit Turn List
Detour
Edit Route Preferences
Edit Traffic Preferences
Cancel Route

Nokia is the digital map provider for the navigation application. If you find map data errors, you may report them directly to Nokia by going to http://mapreporter.navteq.com. Nokia evaluates all reported map errors and responds with the result of their investigation by e-mail.

Navigation Map Updates

Annual navigation map updates are available for purchase through your dealership, by calling 1-866-4NAVTEQ (1-866-462-8837) or going to www.navigation.com/sync. You need to specify the make and model of your vehicle to determine if there is an update available.

Navigation Voice Commands

When in navigation mode, press the voice button on the steering wheel controls. After the tone, say any of the following commands:

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Navigation system voice commands

Voice command	
(cancel | delete) next waypoint	[1]
[navigation] (cancel | clear | stop) route	[1]
[navigation] destination	[2]
[navigation] destination <nametag>	
[navigation] destination <POI_category>	
[navigation] destination (favorites | favorite destinations | favorite destination)	
[navigation] destination [my] home	
[navigation] (destination intersection | find an intersection)	
[navigation] destination (nearest | nearby) <POI_Category>	
[navigation] destination (nearest | nearby) ((point | points) of interest | POI)	
[navigation] destination <nametag>	
[navigation] (destination previous (destination | destinations) | find previous destinations | find a previous destination)	
[navigation] (destination [street] address | find a street address | find an address)	
[navigation] (detour | reroute) [route]	[1]
(nav | navigation)	[3]
navigation voice [guidance] (volume (decrease | down) | softer)	
navigation voice [guidance] (volume (increase | up) | louder)	
[navigation] (repeat [last] instruction | next turn)	[1]
[navigation] [show] 3D	
[navigation] [show] [vehicle] heading up	
[navigation] [show] map	
[navigation] [show] north up	
[navigation] show [complete | entire | whole] route	[1]
[navigation] ([show] turn list | route summary)	[1]
((navigation voice [guidance] off) | ([navigation] voice guidance off))	
((navigation voice [guidance] on) | ([navigation] voice guidance on))	
where ((am I) | (are we))	
[navigation] zoom in	
[navigation] zoom out	
Help	

[1] These commands are only available when a navigation route is active.

[2] If you say "Destination", you can then say any command in the following "Destination" chart.

[3] If you say "Navigation", you can then say any command in the following "Navigation" chart.

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Destination

Voice command
<nametag>
<POI category>
favorites | favorite destinations | favorite destination
[my] home
Intersection
(nearest | nearby) <POI_category>
(nearest | nearby) ((point | points) of interest | POI)
[destination] (play | read) nametags
((point | points) of interest | POI) Category
previous (destination | destinations)
street address | address
Help

Navigation

Voice command	
[navigation] destination	*
Zoom city	
Zoom country	
Zoom in (minimum | min)	
Zoom out (maximum | max)	
Zoom (state | province)	
Zoom street	
Zoom to <distance>	
Help	

* If you say "Destination", you can then say any command in the "Destination" chart.

One-shot Destination Street Address

When you say either "Navigation destination street address" or "Destination street address", the system asks you to say the full address. The system displays an example on-screen. You can then speak the address naturally, such as "One two three four Main Street, Anytown".

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For a complete listing of the accessories that are available for your vehicle, contact an authorized dealer or visit our online store at Accessories.Ford.com (United States only).

Ford Motor Company repairs or replaces any properly authorized, dealer-installed Ford Original Accessory found to be defective in factory-supplied materials or workmanship during the warranty period, as well as any component damaged by the defective accessories.

Ford Motor Company warrants your accessory through the warranty that provides the greatest benefit:

- 24 months, unlimited mileage.
- The remainder of your new vehicle limited warranty.

Contact an authorized dealer for details and a copy of the warranty.

Exterior Style

- Graphics.
- Hitch and towing accessories.
- Keyless entry.
- Side window deflectors.
- Splash guards.
- Wheels.

Interior Style

- All-weather floor mats.
- Cargo area protectors.
- Cargo organizers.
- Carpeted floor mats.
- Interior light kit.
- Premium carpeted floor mats.
- Rear seat entertainment*.

Lifestyle

- Ash cup and smokers packages.
- Roof racks and carriers*.

Peace of Mind

- Auto-dimming interior mirror.
- Back-up alarm*.
- Bumper-mounted parking sensor*.
- Locking fuel plug.
- Remote start.
- Vehicle security systems.
- Wheel locks.

*Ford Licensed Accessory. The accessory manufacturer designs, develops and therefore warrants Ford Licensed Accessories, and does not design or test these accessories to Ford Motor Company engineering requirements. Contact an authorized Ford dealer for the manufacturer's limited warranty details, and request a copy of the Ford Licensed Accessories product limited warranty from the accessory manufacturer.

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For maximum vehicle performance, keep the following information in mind when adding accessories or equipment to your vehicle:

- When adding accessories, equipment, passengers and luggage to your vehicle, do not exceed the total weight capacity of the vehicle or of the front or rear axle (GVWR or GAWR as indicated on the Safety Compliance Certification label). Ask an authorized dealer for specific weight information.
- The Federal Communications Commission (FCC) and Canadian Radio Telecommunications Commission (CRTC) regulate the use of mobile communications systems that are equipped with radio transmitters, for example, two-way radios, telephones and theft alarms. Any such equipment installed in your vehicle should comply with Federal Communications Commission (FCC) and Canadian Radio Telecommunications Commission (CRTC) regulations and should be installed only by an authorized dealer.
- Mobile communications systems may harm the operation of your vehicle, particularly if their manufacturer did not design them specifically for automotive use.
- If you or an authorized Ford dealer add any non-Ford custom electrical or electronic accessories or components to your vehicle, you may adversely affect battery performance and durability, and may adversely affect the performance of other electrical systems in the vehicle.

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GRANT OF SOFTWARE LICENSE: This EULA grants you the following license:

- You may use the SOFTWARE as installed on the DEVICE and as otherwise interfacing with systems and/or services provide by or through FORD MOTOR COMPANY or its third party software and service providers.

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Description of Other Rights and Limitations

- **Speech Recognition:** If the SOFTWARE includes speech recognition component(s), you should understand that speech recognition is an inherently statistical process and that recognition errors are inherent in the process. Neither FORD MOTOR COMPANY nor its suppliers shall be liable for any damages arising out of errors in the speech recognition process.
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- **Consent to Use of Data:** You agree that MS, Microsoft Corporation, FORD MOTOR COMPANY, third party software and systems suppliers, their affiliates and/or their designated agent may collect and use technical information gathered in any manner as part of product support services related to the SOFTWARE or related services. MS, Microsoft Corporation, FORD MOTOR COMPANY, third party software and services suppliers, their affiliates and/or their designated agent may use this information solely to improve their products or to provide customized services or technologies to you. MS, Microsoft Corporation, FORD MOTOR COMPANY, third party software and systems suppliers, their affiliates and/or their designated agent may disclose this information to others, but not in a form that personally identifies you.
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- **Obligation to Drive Responsibly:** You recognize your obligation to drive responsibly and keep attention on the road. You will read and abide with the DEVICE operating instructions particularly as they pertain to safety and assumes any risk associated with the use of the DEVICE.

UPGRADES AND RECOVERY MEDIA: If the SOFTWARE is provided by FORD MOTOR COMPANY separate from the DEVICE on media such as a ROM chip, CD ROM disk(s) or via web download or other means, and is labeled "For Upgrade Purposes Only" or "For Recovery Purposes Only" you may install one (1) copy of such SOFTWARE onto the DEVICE as a replacement copy for the existing SOFTWARE, and use it in accordance with this EULA, including any additional EULA terms accompanying the upgrade SOFTWARE.

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End User Notice

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Read and follow instructions: Before using your Windows Automotive- based system, read and follow all instructions and safety information provided in this end user manual ("User's Guide"). Not following precautions found in this User's Guide can lead to an accident or other serious consequences.

Keep User's Guide in vehicle: When kept in the vehicle, the User's Guide will be a ready reference for you and other users unfamiliar with the Windows Automotive-based system. Please make certain that before using the system for the first time, all persons have access to the User's Guide and read its instructions and safety information carefully.

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WARNING

Operating certain parts of this system while driving can distract your attention away from the road, and possibly cause an accident or other serious consequences. Do not change system settings or enter data non-verbally (using your hands) while driving. Stop the vehicle in a safe and legal manner before attempting these operations. This is important since while setting up or changing some functions you might be required to distract your attention away from the road and remove your hands from the wheel.

General Operation

Voice Command Control: Functions within the Windows Automotive-based system may be accomplished using only voice commands. Using voice commands while driving allows you to operate the system without removing your hands from the wheel.

Prolonged Views of Screen: Do not access any function requiring a prolonged view of the screen while you are driving. Pull over in a safe and legal manner before attempting to access a function of the system requiring prolonged attention. Even occasional short scans to the screen may be hazardous if your attention has been diverted away from your driving task at a critical time.

Volume Setting: Do not raise the volume excessively. Keep the volume at a level where you can still hear outside traffic and emergency signals while driving. Driving while unable to hear these sounds could cause an accident.

Use of Speech Recognition Functions: Speech recognition software is inherently a statistical process which is subject to errors. It is your responsibility to monitor any speech recognition functions included in the system and address any errors.

Navigation Features: Any navigation features included in the system are intended to provide turn by turn instructions to get you to a desired destination. Please make certain all persons using this system carefully read and follow instructions and safety information fully.

Distraction Hazard: Any navigation features may require manual (non-verbal) setup. Attempting to perform such set-up or insert data while driving can seriously distract your attention and could cause an accident or other serious consequences. Stop the vehicle in a safe and legal manner before attempting these operations.

Let Your Judgment Prevail: Any navigation features are provided only as an aid. Make your driving decisions based on your observations of local conditions and existing traffic regulations. Any such feature is not a substitute for your personal judgment. Any route suggestions made by this system should never replace any local traffic regulations or your personal judgment or knowledge of safe driving practices.

Route Safety: Do not follow the route suggestions if doing so would result in an unsafe or illegal maneuver, if you would be placed in an unsafe situation, or if you would be directed into an area that you consider unsafe. The driver is ultimately responsible for the safe operation of the vehicle and therefore, must evaluate whether it is safe to follow the suggested directions.

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Potential Map Inaccuracy: Maps used by this system may be inaccurate because of changes in roads, traffic controls or driving conditions. Always use good judgment and common sense when following the suggested routes.

Emergency Services: Do not rely on any navigation features included in the system to route you to emergency services. Ask local authorities or an emergency services operator for these locations. Not all emergency services such as police, fire stations, hospitals and clinics are likely to be contained in the map database for such navigation features.

TeleNav Software End User License Agreement

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1. Safe and Lawful Use

You acknowledge that devoting attention to the Telenav Software may pose a risk of injury or death to you and others in situations that otherwise require your undivided attention, and you therefore agree to comply with the following when using the Telenav Software: (a) observe all traffic laws and otherwise drive safely; (b) use your own personal judgment while driving. If you feel that a route suggested by the Telenav Software instructs you to perform an unsafe or illegal maneuver, places you in an unsafe situation, or directs you into an area that you consider to be unsafe, do not follow such instructions; (c) do not input destinations, or otherwise manipulate the Telenav Software, unless your vehicle is stationary and parked; (d) do not use the Telenav Software for any illegal, unauthorized, unintended, unsafe, hazardous, or unlawful purposes, or in any manner inconsistent with this Agreement; (e) arrange all GPS and wireless devices and cables necessary for use of the Telenav Software in a secure manner in your vehicle so that they will not interfere with your driving and will not prevent the operation of any safety device (such as an airbag).

You agree to indemnify and hold Telenav harmless against all claims resulting from any dangerous or otherwise inappropriate use of the Telenav Software in any moving vehicle, including as a result of your failure to comply with the directions above.

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2. Account Information

You agree: (a) when registering the Telenav Software, to provide Telenav with true, accurate, current, and complete information about yourself, and (b) to inform Telenav promptly of any changes to such information, and to keep it true, accurate, current and complete.

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You agree that any dispute, claim or controversy arising out of or relating to this Agreement or the Telenav Software shall be settled by independent arbitration involving a neutral arbitrator and administered by the American Arbitration Association in the County of Santa Clara, California. The arbitrator shall apply the Commercial Arbitration Rules of the American Arbitration Association, and the judgment upon the award rendered by the arbitrator may be entered by any court having jurisdiction. Note that there is no judge or jury in an arbitration proceeding and the decision of the arbitrator shall be binding upon both parties. You expressly agree to waive your right to a jury trial.

This Agreement and performance hereunder will be governed by and construed in accordance with the laws of the State of California, without giving effect to its conflict of laws provisions. To the extent judicial action is necessary in connection with the binding arbitration, both Telenav and you agree to submit to the exclusive jurisdiction of the courts of the County of Santa Clara, California. The United Nations Convention on Contracts for the International Sale of Goods shall not apply.

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You may not resell, assign, or transfer this Agreement or any of your rights or obligations, except in totality, in connection with your permanent transfer of the Telenav Software, and expressly conditioned upon the new user of the Telenav Software agreeing to be bound by

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8. Miscellaneous

8.1

This Agreement constitutes the entire agreement between Telenav and you with respect to the subject matter hereof.

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Except for the limited licenses expressly granted in this Agreement, Telenav retains all right, title and interest in and to the Telenav Software, including without limitation all related intellectual property rights. No licenses or other rights which are not expressly granted in this Agreement are intended to, or shall be, granted or conferred by implication, statute, inducement, estoppel or otherwise, and Telenav and its suppliers and licensors hereby reserve all of their respective rights other than the licenses explicitly granted in this Agreement.

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8.4

Telenav's or your failure to require performance of any provision shall not affect that party's right to require performance at any time thereafter, nor shall a waiver of any breach or default of this Agreement constitute a waiver of any subsequent breach or default or a waiver of the provision itself.

8.5

If any provision herein is held unenforceable, then such provision will be modified to reflect the intention of the parties, and the remaining provisions of this Agreement will remain in full force and effect.

8.6

The headings in this Agreement are for convenience of reference only, will not be deemed to be a part of this Agreement, and will not be referred to in connection with the construction or interpretation of this Agreement. As used in this Agreement, the words "include" and "including," and variations thereof, will not be deemed to be terms of limitation, but rather will be deemed to be followed by the words "without limitation".

9. Other Vendors Terms and Conditions

The Telenav Software utilizes map and other data licensed to Telenav by third party vendors for the benefit of you and other end users. This Agreement includes end-user terms applicable to these companies (included at the end of this

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Vehicle with SYNC only

FCC ID: KMHSG1P1

IC: 1422A-SG1P1

Vehicle with SYNC and MyFord Touch or MyLincoln Touch

FCC ID: KMHSYNCG2

IC: 1422A-SYNCG2

This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

WARNING

Changes or modifications not expressively approved by the party responsible for compliance could void the user's authority to operate the equipment. The term "IC" before the radio certification number only signifies that Industry Canada technical specifications were met.

The antenna used for this transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

DEP DEALER E-PROCESS

PROTECT YOURSELF FROM THE RISING COST OF VEHICLE REPAIRS WITH A FORD EXTENDED SERVICE PLAN.

SERVICE PLANS (U.S. Only)

More than 32 million Ford owners have discovered the powerful protection of Ford Extended Service Plan. It is the only extended service plan backed by Ford Motor Company, and provides peace of mind protection beyond the New Vehicle Limited Warranty coverage.

Ford ESP Can Quickly Pay for Itself

One service bill – the cost of parts and labor – can easily exceed the price of your Ford Extended Service Plan. With Ford ESP you minimize your risk for unexpected repair bills and rising repair costs.

Up to 1,000+ Covered Vehicle Components

There are four Extended Service Plans with different levels of coverage. Ask your authorized dealer for details.

1. PremiumCARE - Our most comprehensive coverage. With over 1,000 covered components, this plan is so complete that we generally only discuss what's not covered.
2. ExtraCARE - Covers 113 components, and includes many high-tech items.
3. BaseCARE - Covers 84 components.
4. PowertrainCARE - Covers 29 critical components.

Ford Extended Service Plan is honored by all authorized Ford dealers in the U.S. and Canada. It is the only extended service plan authorized and backed by Ford Motor Company.

That means you get:

- Reliable, quality service at any Ford or Lincoln dealership
- Repairs performed by factory trained technicians, using genuine parts

Rental Car Reimbursement

1st day Rental Benefit

You take advantage of replacement transportation if your vehicle is at your authorized dealer for same day covered repairs.

Extended Rental Benefits

If your vehicle is kept overnight for covered repairs, you are eligible for rental car coverage, including bumper to bumper warranty repairs, and Field Service Actions.

Roadside Assistance

Exclusive 24/7 roadside assistance, including:

- Towing, flat-tire change and battery jump starts
- Out of fuel and lock-out assistance.
- Travel expense reimbursement for lodging, meals and rental car.
- Destination assistance for taxi, shuttle, rental car coverage and emergency transportation.

Transferable Coverage

If you sell your vehicle before your Ford Extended Service Plan coverage expires, you can transfer any remaining coverage to the new owner. Whenever you sell your vehicle, prospective buyers may have a higher degree of confidence that vehicle was properly maintained with Ford ESP, thereby improving resale value.

DEP POWER E-PROCESS

Avoid the Rising Cost of Properly Maintaining Your Vehicle!

Ford Extended Service Plan also offers a Premium Maintenance Plan that covers all scheduled maintenance, and selected wear items. The coverage is prepaid, so you never have to worry about affording your vehicle's maintenance. It covers regular checkups, routine inspections, preventive care and replacement of select items that require periodic attention for normal wear:

- Windshield wiper blades.
- Spark plugs (except in California).
- The clutch disc.
- Brake pads and linings.
- Shock absorbers.
- Belts and hoses.
- Diesel exhaust fluid replenishment.

Interest Free Finance Options Available

Take advantage of our interest free installment payment plan. Just a 10% down payment will provide you with an affordable, no interest, no fee payment program allowing you all the security and benefits Ford ESP has to offer while paying over time. You are pre-approved with no credit checks, no hassles! To learn more, call our Ford ESP specialists at 800-367-3377.

Ford ESP
P.O. Box 8072
Royal Oak, MI 48068-0039

SERVICE PLANS (CANADA ONLY)

You can get more protection for your vehicle by purchasing a Ford Extended Service Plan. Ford Extended Service Plan is the only service contract backed by Ford Motor Company of Canada, Limited. Depending on the plan you purchase, Ford Extended Service Plan provides benefits such as:

- Rental reimbursement.
- Coverage for certain maintenance and wear items.
- Protection against repair costs after your New Vehicle Limited Warranty Coverage expires.
- Roadside Assistance benefits.

There are several Ford Extended Service Plans available in various time, distance and deductible combinations. Each plan is tailored to fit your own driving needs, including reimbursement for towing and rental. When you purchase Ford Extended Service Plan, you receive added peace-of-mind protection throughout Canada and the United States, provided by a network of participating authorized Ford Motor Company dealers.

Note: *Repairs performed outside of Canada and the United States are not eligible for Ford Extended Service Plan coverage.*

This information is subject to change. For more information, visit your local Ford of Canada dealer or www.ford.ca to find the Ford Extended Service Plan that is right for you.

DEP DEALER E-PROCESS

GENERAL MAINTENANCE INFORMATION

Why Maintain Your Vehicle?

Carefully following the maintenance schedule helps protect against major repair expenses resulting from neglect or inadequate maintenance and may help to increase the value of your vehicle when you sell or trade it. Keep all receipts for completed maintenance with your vehicle.

We have established regular maintenance intervals for your vehicle based upon rigorous testing. It is important that you have your vehicle serviced at the proper times. These intervals serve two purposes; one is to maintain the reliability of your vehicle and the second is to keep your cost of owning your vehicle down.

It is your responsibility to have all scheduled maintenance performed and to make sure that the materials used meet the specifications identified in this owner's manual. See **Capacities and Specifications** (page 246).

Failure to perform scheduled maintenance invalidates warranty coverage on parts affected by the lack of maintenance.

Why Maintain Your Vehicle at Your Dealership?

Factory-Trained Technicians

Service technicians participate in extensive factory-sponsored certification training to help them become experts on the operation of your vehicle. Ask your dealership about the training and certification their technicians have received.

Genuine Ford and Motorcraft® Replacement Parts

Dealerships stock Ford, Motorcraft and Ford-authorized branded re-manufactured replacement parts. These parts meet or exceed our specifications. Parts installed at your dealership carry a nationwide 24-month or unlimited mile (kilometer) parts and labor limited warranty.

If you do not use Ford authorized parts they may not meet our specifications and depending on the part, it could affect emissions compliance.

Convenience

Many dealerships have extended evening and Saturday hours to make your service visit more convenient and they offer one stop shopping. They can perform any services that are required on your vehicle, from general maintenance to collision repairs.

Note: *Not all dealers have extended hours or body shops. Please contact your dealer for details.*

Protecting Your Investment

Maintenance is an investment that pays dividends in the form of improved reliability, durability and resale value. To maintain the proper performance of your vehicle and its emission control systems, make sure you have scheduled maintenance performed at the designated intervals.

Your vehicle is equipped with the Intelligent Oil-Life Monitor system, which displays a message in the information display at the proper oil change interval. This interval may be up to one year or 10000 miles (16000 kilometers).

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When the oil change message appears in the information display, it is time for an oil change. Make sure you perform the oil change within two weeks or 500 miles (800 kilometers) of the message appearing. Make sure you reset the Intelligent Oil-Life Monitor after each oil change. See **Oil Change Indicator Reset** (page 190).

If your information display resets prematurely or becomes inoperative, you should perform the oil change interval at six months or 5000 miles (8000 kilometers) from your last oil change. Never exceed one year or 10000 miles (16000 kilometers) between oil change intervals.

Your vehicle is very sophisticated and built with multiple, complex, performance systems. Every manufacturer develops these systems using different specifications and performance features. That is why it is important to rely upon your dealership to properly diagnose and repair your vehicle.

Ford Motor Company has recommended maintenance intervals for various parts and component systems based upon engineering testing. Ford Motor Company relies upon this testing to determine the most appropriate mileage for replacement of oils and fluids to protect your vehicle at the lowest overall cost to you and recommends against maintenance schedules that deviate from the scheduled maintenance information.

We strongly recommend the use of only genuine Ford, Motorcraft or Ford-authorized re-manufactured replacement parts engineered for your vehicle.

Additives and Chemicals

This owner's manual and the Ford Workshop Manual list the recommended additives and chemicals for your vehicle. We do not recommend using chemicals or additives not approved by us as part of your vehicle's normal maintenance. Please consult your warranty information.

Oils, Fluids and Flushing

In many cases, fluid discoloration is a normal operating characteristic and, by itself, does not necessarily indicate a concern or that the fluid needs to be changed. However, a qualified expert, such as the factory-trained technicians at your dealership, should inspect discolored fluids that also show signs of overheating or foreign material contamination immediately.

Make sure to change your vehicle's oils and fluids at the specified intervals or in conjunction with a repair. Flushing is a viable way to change fluid for many vehicle sub-systems during scheduled maintenance. It is critical that systems are flushed only with new fluid that is the same as that required to fill and operate the system or using a Ford-approved flushing chemical.

Owner Checks and Services

Make sure you perform the following basic maintenance checks and inspections every month or at six-month intervals.

DEP DEALER E-PROCESS

Check every month
Engine oil level.
Function of all interior and exterior lights.
Tires (including spare) for wear and proper pressure.
Windshield washer fluid level.

Check every six months
Battery connections. Clean if necessary.
Body and door drain holes for obstructions. Clean if necessary.
Cooling system fluid level and coolant strength.
Door weatherstrips for wear. Lubricate if necessary.
Hinges, latches and outside locks for proper operation. Lubricate if necessary.
Parking brake for proper operation.
Safety belts and seat latches for wear and function.
Safety warning lamps (brake, ABS, airbag and safety belt) for operation.
Washer spray and wiper operation. Clean or replace blades as necessary.

Multi-Point Inspection

In order to keep your vehicle running right, it is important to have the systems on your vehicle checked regularly. This can help identify potential issues and prevent major problems. We recommend having the following multi-point inspection performed at every scheduled maintenance interval to help make sure your vehicle keeps running great.

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Multi-Point inspection	
Accessory drive belt(s)	Hazard warning system operation
Battery performance	Horn operation
Engine air filter	Radiator, cooler, heater and air conditioning hoses
Exhaust system	Suspension components for leaks or damage
Exterior lamps operation	Steering and linkage
Fluid levels*; fill if necessary	Tires (including spare) for wear and proper pressure**
For oil and fluid leaks	Windshield for cracks, chips or pits
Half-shaft dust boots	Washer spray and wiper operation

* Brake, coolant recovery reservoir, automatic transmission and window washer

**If your vehicle is equipped with a temporary mobility kit, check the tire sealant expiration Use By date on the canister. Replace as needed.

Be sure to ask your dealership service advisor or technician about the multi-point vehicle inspection. It is a comprehensive way to perform a thorough inspection of your vehicle. Your checklist gives you immediate feedback on the overall condition of your vehicle.

NORMAL SCHEDULED MAINTENANCE - VEHICLES BUILT FROM: 01-09-2014

Intelligent Oil-Life Monitor®

Your vehicle is equipped with an Intelligent Oil-Life Monitor that determines when you should change the engine oil based on how your vehicle is used. By using several important factors in its calculations, the monitor helps reduce the cost of owning your vehicle and reduces environmental waste at the same time.

This means you do not have to remember to change the oil on a mileage-based schedule. Your vehicle lets you know when an oil change is due by displaying **ENGINE OIL CHANGE DUE** or **OIL CHANGE REQUIRED** in the information display.

The following table provides examples of vehicle use and its impact on oil change intervals. It is a guideline only. Actual oil change intervals depend on several factors and generally decrease with severity of use.

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When to expect the OIL CHANGE REQUIRED message	
Interval	**Vehicle use and example**
7500-10000 miles (12000-16000 km)	**Normal**
	Normal commuting with highway driving No, or moderate, load or towing Flat to moderately hilly roads No extended idling
5000-7499 miles (8000-11999 km)	**Severe**
	Moderate to heavy load or towing Mountainous or off-road conditions Extended idling Extended hot or cold operation
3000-4999 miles (5000-7999 km)	**Extreme**
	Maximum load or towing Extreme hot or cold operation

Maintenance Intervals

At every oil change interval as indicated by the information display*
Change engine oil and filter.**
Rotate the tires.
Perform a multi-point inspection (recommended).
Inspect the automatic transmission fluid level. Consult your dealer for requirements.
Inspect the brake pads, rotors, hoses and parking brake.
Inspect the engine cooling system strength and hoses.
Inspect the exhaust system and heat shields.
Inspect the half-shaft boots.
Inspect the steering linkage, suspension, tie-rod ends.

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At every oil change interval as indicated by the information display*
Inspect the tires, tire wear and measure the tread depth.
Inspect the wheels and related components for abnormal noise, wear, looseness or drag.

* Do not exceed one year or 10000 miles (16000 kilometers) between service intervals.

** Reset the Intelligent Oil-Life Monitor after engine oil and filter changes. See **Engine Oil Check** (page 189).

Other maintenance items [1]	
Every 20000 miles (32000 km)	Replace cabin air filter.
Every 30000 miles (48000 km)	Replace engine air filter.
At 100000 miles (160000 km)	Change engine coolant. [2]
Every 100000 miles (160000 km)	Replace spark plugs.
	Inspect accessory drive belt(s). [3]
Every 150000 miles (240000 km)	Change automatic transmission fluid.
	Replace accessory drive belt(s). [4]

[1] Perform these maintenance items within 3000 miles (4800 kilometers) of the last engine oil and filter change. Do not exceed the designated distance for the interval.

[2] Initial replacement at six years or 100000 miles (160000 kilometers), then every three years or 50000 miles (80000 kilometers).

[3] After initial inspection, inspect every other oil change until replaced.

[4] If not replaced within the last 100000 miles (160000 kilometers).

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SPECIAL OPERATING CONDITIONS SCHEDULED MAINTENANCE

If you operate your vehicle **primarily** in any of the following conditions, you need to perform extra maintenance as indicated. If you operate your vehicle **occasionally** under any of these conditions, it is not necessary to perform the extra maintenance. For specific recommendations, see your dealership service advisor or technician.

Perform the services shown in the following tables when specified, or within 3000 miles (4800 kilometers) of a message indicating that an oil change is required appears in the information display.

- **Example 1**: The oil change required message comes on at 28751 miles (46270 kilometers). Perform the 30000-mile (48000-kilometer) automatic transmission fluid replacement.
- **Example 2**: The oil change required message has **not** come on, but the odometer reads 30000 miles (48000 kilometers) (for example, the Intelligent Oil-Life Monitor was reset at 25000 miles [40000 kilometers]). Perform the engine air filter replacement.

Towing a trailer or using a car-top carrier	
As required	Change engine oil and filter as indicated by the information display and perform services listed in the Normal Scheduled Maintenance chart.
Every 30000 miles (48000 km)	Change automatic transmission fluid.

Extensive idling or low-speed driving for long distances, as in heavy commercial use (such as delivery, taxi, patrol car or livery)	
As required	Change engine oil and filter as indicated by the information display and perform services listed in the Normal Scheduled Maintenance chart.
Inspect frequently, service as required	Replace cabin air filter.
	Replace engine air filter.
Every 30000 miles (48000 km)	Change automatic transmission fluid.
Every 60000 miles (96000 km)	Replace spark plugs.

* This is an optional feature.

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Operating in dusty or sandy conditions (such as unpaved or dusty roads)	
Inspect frequently, service as required	Replace cabin air filter.
	Replace engine air filter.
Every 5000 miles (8000 km)	Inspect the wheels and related components for abnormal noise, wear, looseness or drag.
	Rotate tires, inspect tires for wear and measure tread depth.
Every 5000 miles (8000 km) or six months	Change engine oil and filter. *
	Perform multi-point inspection.
Every 30000 miles (48000 km)	Change automatic transmission fluid.

* Reset your Intelligent Oil-Life Monitor after engine oil and filter changes. See **Engine Oil Check** (page 189).

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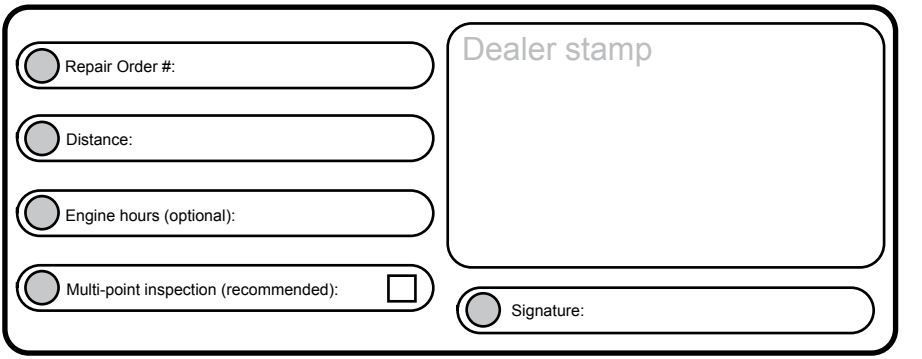
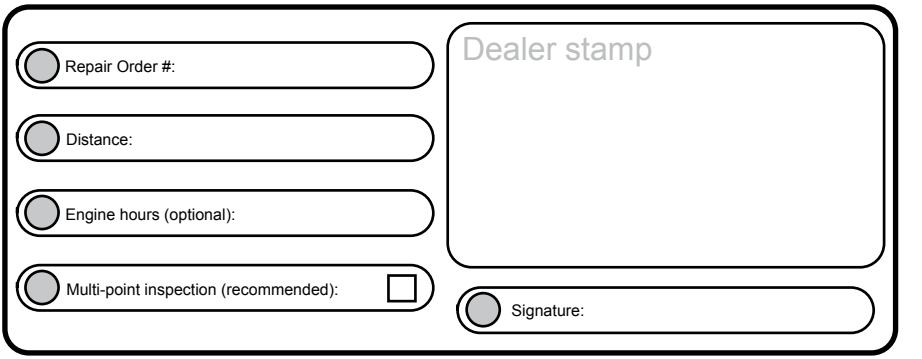
SCHEDULED MAINTENANCE RECORD





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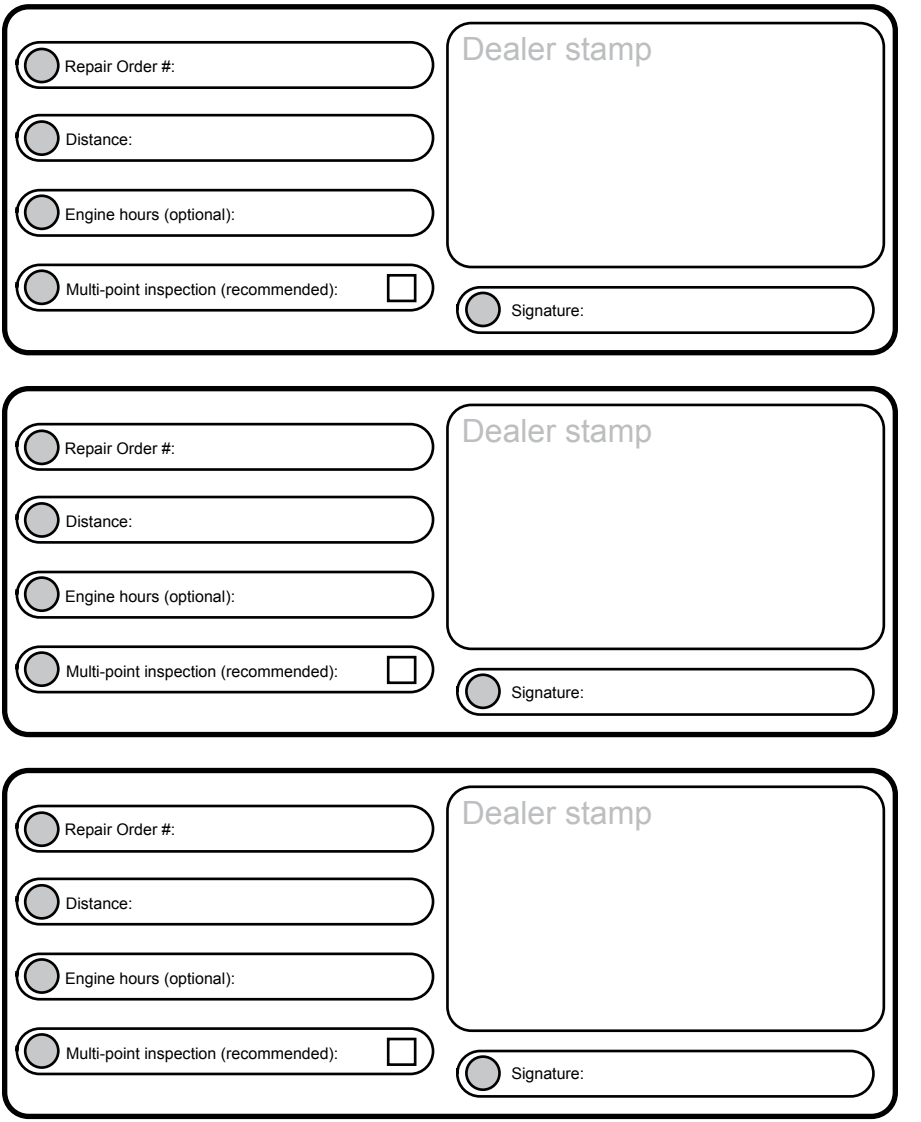

DEP DEALER E-PROCESS

Repair Order #:

Distance:

Engine hours (optional):

Multi-point inspection (recommended):

Dealer stamp

Signature:

Repair Order #:

Distance:

Engine hours (optional):

Multi-point inspection (recommended):

Dealer stamp

Signature:

Repair Order #:

Distance:

Engine hours (optional):

Multi-point inspection (recommended):

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DEP DEALER E-PROCESS

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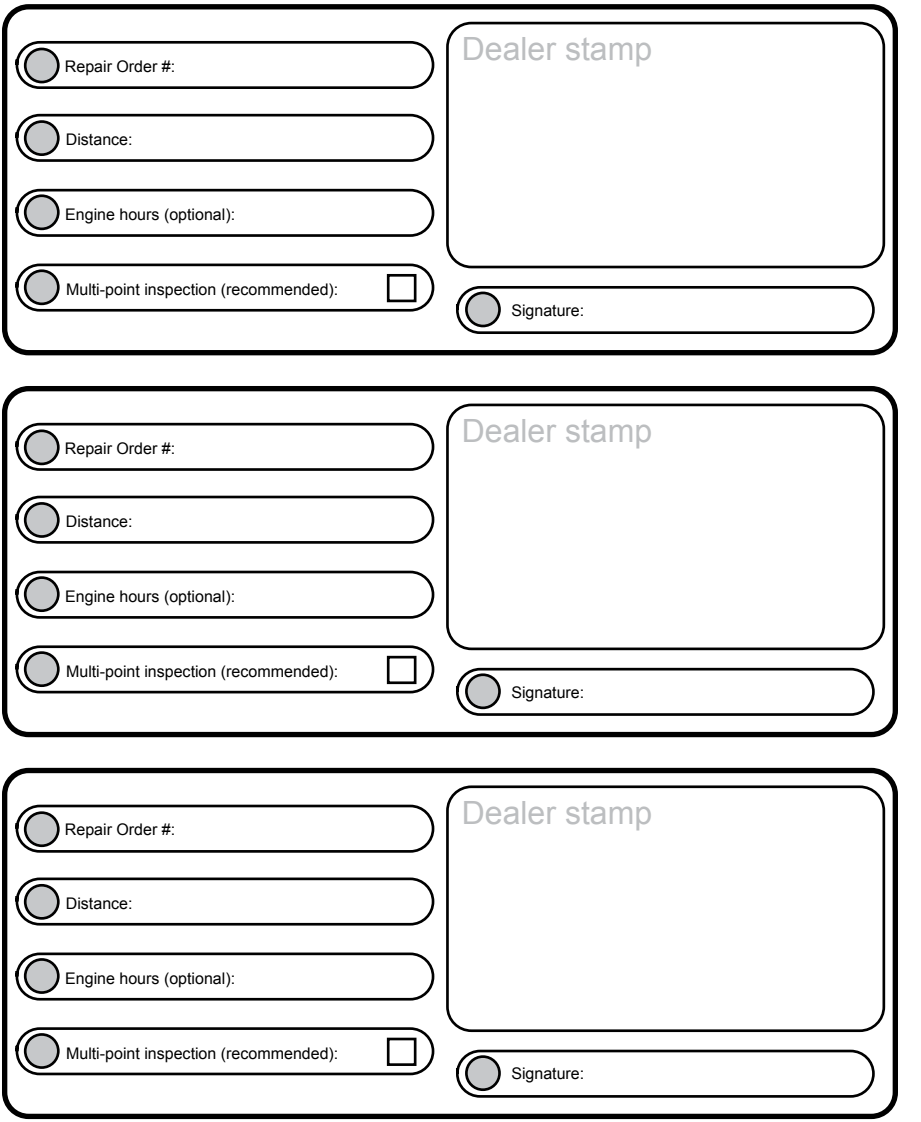

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Repair Order #:

Distance:

Engine hours (optional):

Multi-point inspection (recommended):

Dealer stamp

Signature:

Repair Order #:

Distance:

Engine hours (optional):

Multi-point inspection (recommended):

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Repair Order #:

Distance:

Engine hours (optional):

Multi-point inspection (recommended):

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Signature:

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